DOMESTIC PRINTLESS RETURNS

AT DHL PARCEL LOCKERS
AND DHL SERVICEPOINTS

RETURNS – HOW IS THE LABEL PROVIDED?

3 methods of providing the return label to the customer

- The shop prints the label and ships it inside the packaging, with the item being shipped

- The shop emails the label to the customer as a PDF attachment

- The shop provides the customer with a **link to the online form** to generate and print the return label. It is:
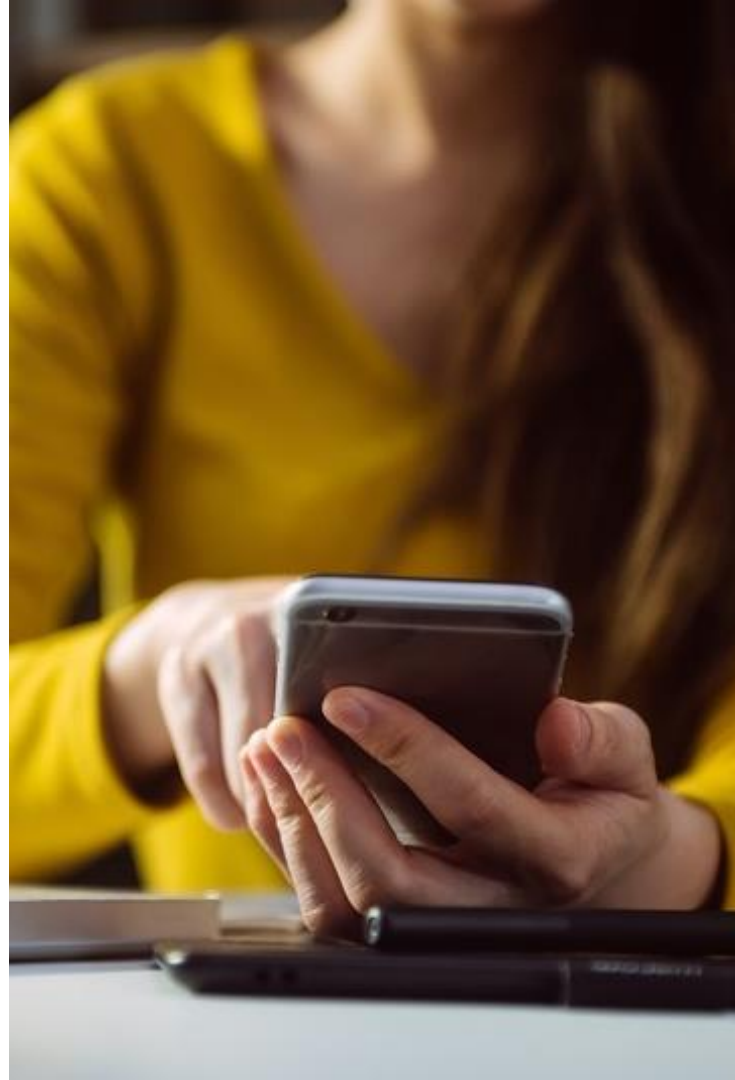
1.

the e-shop's **own return form**

or

2.

a "return panel" **DHL tool**

FORMS – WHERE IS THE CHANGE?

The customer now receives the label in the packaging or prints it from a PDF – applicable to both forms

After the change, the customer will receive the shipment ID and write it on the parcel – applicable to both forms

PRINTLESS RETURNS – HOW DOES IT WORK?

Consumer **writes shipment ID** on the parcel.

It can be provided by e-shop or created by consumer using DHL tool

Label printing is no longer necessary either by e-shop or consumer.

Consumer **drops-off the parcel**

at a **parcel locker**	at a **point**

Consumer inputs the shipment number **on a display**

ServicePoint employee enters the shipment number **into the system**

Courier picks up the parcel and **puts a baby label sticker** on it

Final **return label is printed out in the depot**

Pros only!

Satisfied consumer
Because it's convenient

Satisfied business
Because costs went down

Satisfied planet

With eco-friendly e-commerce solution

RETURNS — THE E-SHOP'S OWN FORM

BEFORE THE CHANGE — SAMPLE INSTRUCTIONS *

1. **Apply the return label** which was inside the shipment onto the parcel
2. Select the shipping method on the DHL website: Courier or Pickup point.
3. Take the parcel to the Pickup point or wait for the courier at the agreed time
4. Save the proof of posting.

After the shipment has been picked up, you can track its status here.

The list of points is available here.

AFTER THE CHANGE — SAMPLE INSTRUCTIONS *

1. Complete the return form
2. Select the shipping method: at a parcel locker/ SP location or a courier
3. **Decide whether to print the label or return the parcel without it**
4. **Follow the instructions**
5. Save the proof of posting.
After the shipment has been picked up, you can track its status here.

The list of points is available here.

* Example taken from Modivo
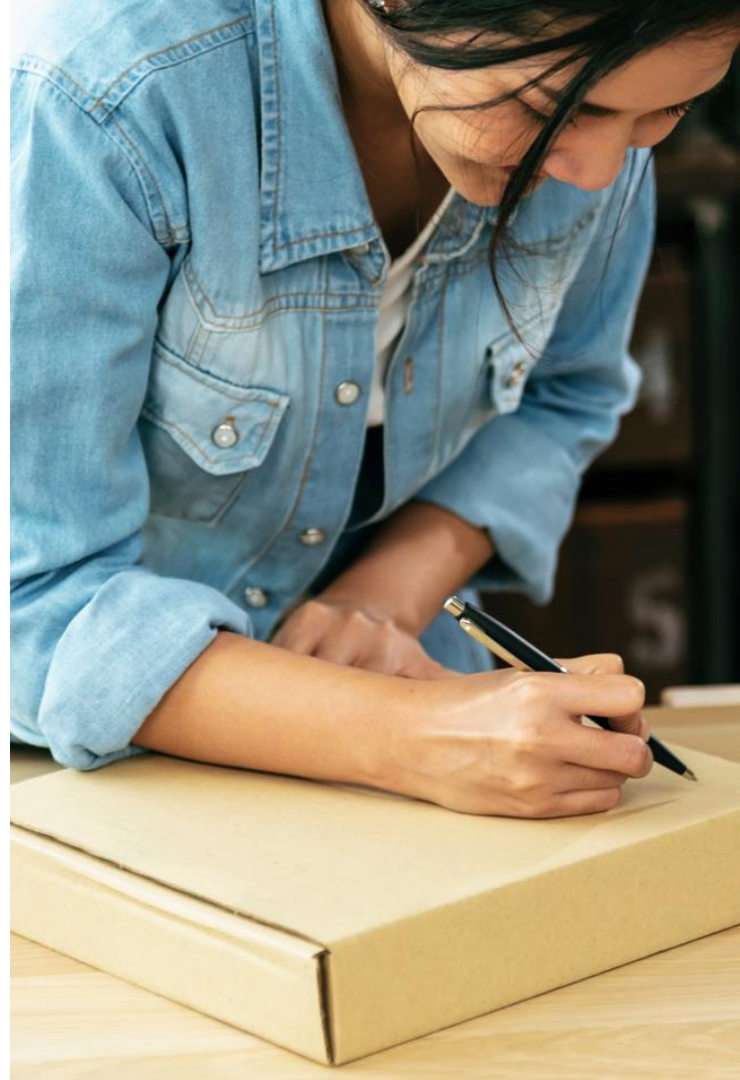
THE E-SHOP'S OWN FORM — API OR EDI INTEGRATION

A customer who uses own form may use

API **INTEGRATION**	EDI **INTEGRATION**

When creating a return, the e-shop may decide whether to provide a return option:
- at a DHL locker/ServicePoint only
- at a DHL locker/ServicePoint or a courier

• It can create a DHL Parcel Return Polska shipment using the createShipmentReturn method • Return via courier can be booked using the bookCourier method — **full integration — courier booking via the e-shop website**	• It can create a DHL Parcel Return Polska shipment, but cannot book a courier via its system. • **The courier is booked outside the e-shop website, at** https://dhl24.com.pl/zwroty/

For details, contact the DHL Consumer Systems Integration Department at pl.cim@dhl.com

RETURNS — DHL RETURN PANEL

BEFORE THE CHANGE — SAMPLE INSTRUCTIONS *

Nie mam etykiety

1. **Apply the return label** which was inside the shipment onto the parcel
2. Select the shipping method on the DHL website: Courier or Pickup point.
3. Take the parcel to the Pickup point or wait for the courier at the agreed time
4. Save the proof of posting.

After the shipment has been picked up, you can track its status here.

The list of points is available here:

AFTER THE CHANGE — SAMPLE INSTRUCTIONS *

1. Complete the required data on the **RETURN PANEL** page.
2. Select the shipping method: at SP location/parcel locker or a courier
3. Decide whether to print the label or return the parcel without it
4. Follow the instructions on the page.
5. Save the proof of posting.

After the shipment has been picked up, you can track its status here.

The list of points is available here.

the change in the return panel takes place within the instructions

our customer does not have to do anything!

Example taken from Modivo

DHL RETURN PANEL - SELECTION OF SHIPMENT OPTIONS SCREEN VIEWS

Selecting the shipping option (with or without the label) + displaying shipping points

Instructions for printless returns