

# MAINTAIN AN OVERVIEW OF YOUR RETURNS WITH DHL RETOURE ONLINE



## DHL RETOURE ONLINE

With DHL RETOURE Online you are notified in advance of possible returns. Your customers can print out return labels online at home or it can be printed out by deliverer or at any DHL acceptance point via smartphone QR code.

### YOUR BENEFITS

- Complete transparency and control over expected returns
- Simple and free return option for customers
- With Mobile Returns the recipient no longer needs to print return labels on their own printer or in a copy shop
- Minimization of costs for handling returns
- Selection of a number of DHL posting options for customers
- Flexible options enable you to adapt the DHL RETOURE Online service to your own individual requirements:
  - Your customer service team arranges returns for your customers OR
  - Your customers book the return online, on your website, as a partially integrated or full integrated service

## VARIANTS OF DHL RETOURE ONLINE

### 1. Your customer service team arranges returns for your customers

Your customer service team records your customers, return requests and enters them into DHL's booking interface. The return labels are e-mailed to your customers as a PDF file to print them out directly. Alternatively it can be printed out by the deliverer or at any DHL acceptance point via smartphone QR code.

#### Your benefits:

- Customers receive a convenient, personal and free returns service
- Production of the label is fully controlled by your customer service department

### 2. Your customers can book their returns online – a service that is partially integrated into your website

A link from your website takes your customers directly to the DHL RETOURE Online booking form, from which they can create return labels as a PDF file and print them out immediately. Alternatively it can be printed out by the deliverer or at any DHL acceptance point via smartphone QR code.

#### Your benefits:

- Customers have 24/7 access to a free service on your website
- You can decide where to position the link on your website
- You reduce your process-related costs and create less work for your customer service team

### 3. Your customers can book their returns online – integrated into your website

You integrate the booking template for the return directly into your website via the Returns API. Your customers can print out the return label directly from the application or it can be printed out by the deliverer or at any DHL acceptance point via smartphone QR code.

#### Your benefits:

- You enhance the attractiveness of your offering on your website
- Your customers can book their returns any time they wish
- You reduce your process-related costs and create less work for your customer service team