



## DHL RETOURE ONLINE

# TAKE FULL CONTROL OVER YOUR RETURNS

### Central control of your returns with three options

1. Create your return labels yourself in the Post & DHL Business Customer Portal
2. Let your customers create return labels on their own via the website
3. Integrate the creation of return labels into your processes via the web service

### YOUR BENEFITS

- Reduction of your returns rate, as a return label is only created if necessary
- Protects the environment and conserves resources, as return labels are only printed if needed
- No development required by users
- Standard design for 30 European dispatch countries
- Only delivered returns are invoiced
- Immediately usable and available 24/7
- Transparency about incoming returns via “Returns overview”

### Optimized websites

### Returns overview in the Post & DHL Business Customer Portal

Date	Shipment number	International shipment number	Receiver	Sender	Shipment reference	Customer reference	Services
21.02.2025	540516001295	-	Musterfirma GmbH Charles-de-Gaulle-Str. 20 53113 Bonn	S Charles-de-Gaulle-Str. 20 53113 Bonn	-	-	
18.02.2025	530036821277	CU900762979GB	Testkunde GmbH Marie Calm Str 1-5 34131 Kassel	Max Mustermann Downing Street 10 SW1A 2AA London	-	-	
18.02.2025	516344026961	CU900721020GB	Test Einrichtungsassistent Charles-de-Gaulle-Str. 20 53113 Bonn	Max Mustermann Downing Street 10 SW1A 2AA London	-	-	
13.02.2025	540516001287	-	Musterfirma GmbH Charles-de-Gaulle-Str. 20 53113 Bonn	S Charles-de-Gaulle-Str. 20 53113 Bonn	-	-	

### THE REQUIREMENTS

- Business customer contract with DHL Paket GmbH
- Access to Post & DHL Business Customer Portal
- Email address and access to the Internet
- Internet browser