

“RETURNS” FUNCTION IN THE POST & DHL BUSINESS CUSTOMER PORTAL

CUSTOMER INFORMATION

Status: March 2025





The “Returns” function in the Post & DHL Business Customer Portal

The "Returns" function in the Post & DHL Business Customer Portal allows you to create domestic and international return labels online and make settings for the DHL Retoure Online, DHL Retoure Selbstzahler und DHL Retoure International products.

The following options are available to you:

- **E-mail:** Create return labels in the Post & DHL Business Customer Portal using the Parcel & goods menu. These will then be provided to your customer by email.
- **Download:** Let your customers create and download return labels themselves via a website provided by DHL.
- **Web service:** Obtain your return labels via API Retoure (web service requires programming). The details are published in the Global DHL API Developer Portal.
- **Beileger:** Creation of international return labels via web service for use as inserts for international parcel shipments.
- **Selbstzahler:** Your customers order the return via an Individualized or Static Link in the DHL Online Franking.

In addition, the "Returns" function provides an **overview** of all your return labels created online: you can search for **specific returns** or download order data as an **export via CSV file** for further processing in your systems.

Occasion-based commissioning of returns 1/2

Via email from the Post & DHL Business Customer Portal

- Order by online mask via the navigation point "Order" under Parcel & goods / Returns
- If you have more than one recipient address or country of dispatch, you can choose between them
- Fill in the name, address and email address of your customer
- Return labels are provided to your customers via email

On a returns website

- You provide your customers with a link to create return labels. (Please note that the link cannot be found in search engines if you publish it on your homepage.)
- Your customers create the return labels themselves and can download them as a file or send them to themselves by email. The email and order page functions are optimized for mobile devices.





Occasion-based commissioning of returns 2/2

Via web service / API Retoure

- Integrate returns creation into your processes via API Retoure. You can find more details on this at: Global DHL API Developer Portal (developer.dhl.com)

Via Individualized or Static Link in the DHL Online Franking

- From within the "Returns" function, provide your customers with an Individualized or Static Link to purchase a pre-completed DHL shipping label for return shipping in the DHL Online Franking. Your customer pays the cost of the return. You will receive information about the status of the returns in the "Returns overview" of the "Returns" function. The costs for the return shipment will be borne by your customer.

Return labels for **Germany as the country of dispatch** are also provided as a QR code for printing return labels at DHL Packstations or parcel stores, at Deutsche Post branches or at the DHL parcel delivery service.

Transparency about your returns

Returns overview in the Post & DHL Business Customer Portal

Details of created returns via "Overview" selection

- Option to narrow down the search results by date
- Search options by name, references and streets for created return labels
- Export the search result as a CSV file for further processing in your internal systems
- For DHL Retoure Selbstzahler:
 - Read status whether a shipping label has already been purchased by your customers or not.
 - Tracking for return shipment



Returns overview ⓘ Return order ⓘ

DHL RETOURE ONLINE | DHL RETOURE SELBSTZÄHLER

SHIPMENT NUMBER, SHIPMENT REFERENCE, CUSTOMER REFERENCE, SENDER'S NAME, RECEIVER'S NAME, STREET 🔍 TIME RANGE 04.09.2024 - 03.03.2025 ⓘ

195 DHL Retoure orders found

Date ↓	Shipment number ↓	International shipment number ↓	Receiver	Sender	Shipment reference ↓	Customer reference ↓	Services
21.02.2025	540516001293	-	Musterfirma GmbH Charles-de-Gaulle-Str. 20 53113 Bonn	S Charles-de-Gaulle-Str. 20 53113 Bonn	-	-	
18.02.2025	530050821277	CU900762979GB	Testkunde GmbH Marie Calm Str 1-5 54131 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	-	-	

Returns overview ⓘ Return order ⓘ

DHL RETOURE ONLINE | DHL RETOURE SELBSTZÄHLER

SHIPMENT NUMBER, SENDER'S NAME, SHIPMENT REFERENCE, CUSTOMER REFERENCE 🔍 TIME RANGE 04.09.2024 - 03.03.2025 ⓘ

18 DHL Retoure Selbstzahler orders found

Date ↓	Shipment number ↓	Receiver	Sender	Shipment reference ↓	Customer reference ↓	Status label
-	-	Online Shop GmbH Robert-Gerwig-Platz 2 78120 Furtwangen	k. [redacted]	-	-	Pending
-	-	Online Shop GmbH Robert-Gerwig-Platz 2 78120 Furtwangen	k. [redacted]	Sendungsreferenz mit Zeilenbruch 1605478_1223333	Kundenreferenz mit Z	Pending
-	-	Online Shop GmbH Robert-Gerwig-Platz 2 78120 Furtwangen	k. [redacted]	Sendungsreferenz (Länge 50 Zeichen) und Kundentrete	Sendungsreferenz (LA	Pending

Export of website return URLs and receiver IDs for web service orders via API Returns



Download the return URLs and receiver IDs

If required, download the URLs of your returns websites as a file or download the receiver IDs for the API Returns.

Select "URL & Receiver IDs" in the "Portal overview" to download the URLs and receiver IDs as a CSV file:

- URL: Link to Returns website
- Returns recipient: Receiver IDs for orders via web service

RECEIVER DHL RETOURE ONLINE RECEIVER DHL RETOURE SELBSTZAHLER COUNTRIES & LANGUAGES

COUNTRY OF SENDER, BILLING NUMBER, RECEIVER ID

Germany

Country of sender ↑	Billing number ↓	Identifier	Receiver Id ↓	Receiver	URL
Germany	70002185450701	540516XXXXXX	deu	Musterfirma GmbH Charles-de-Gaulle-Str. 20 53113 Bonn	↗ ↗
Germany	70002185450701	540516XXXXXX	Lager Zachow_deu	Brands Fashion GmbH Retouren heyconnect GmbH Am Ring 11 19376 Ruhner Berge OT Zachow	↗ ↗
Germany	70002185450701	540516XXXXXX	KRAFT GmbH	sechs Marit Staab An der Autobahn 2 74592 Kirchberg an der Jagst	↗ ↗
Germany	70002185450701	540516XXXXXX	_deu	Thomas Tester Breite Str. 1 47906 Kempen	↗ ↗
Germany	70002185450701	540516XXXXXX	Test	adidas International Trading AG Adi-Dassler-Str. 1 91074 Herzogenaurach	↗ ↗
Germany	70002185450701	540516XXXXXX	Selbstzahler_Retoure	Testkunde GmbH Aöüß Test Namenszusatz 1 Aöüß Test Namenszusatz 2 Aöüß Kupferweg 1 53639 Königswinter	↗ ↗
Germany	70002185450701	540516XXXXXX	test 2	adidas International Trading AG Marit Staab Adi-Dassler-Str. 1 91071 Herzogenaurach	↗ ↗
Germany	70002185450701	540516XXXXXX	Testkunde_deu	Micromata Zusatz Zusatz 2 Marie-Calm-Str. 1-5 34131 Kassel	↗ ↗
Germany	70002185450705	005404343550883XXXX	Test LP	sechs Marit Staab Europastr. 11 72622 Nürtingen	↗ ↗
Germany	70002185450701	540516XXXXXX	Test Sarah_deu	Test Sarah xxx Münsterplatz 1 53113 Bonn	↗ ↗

1 2 > Show return receivers 10



Individualized settings (requires separate authorization) 1/2

Customize your order pages and returns emails

Your Post & DHL Business Customer Portal user must have the appropriate authorization to access the settings in the Portal overview. If this is not the case, please contact the person responsible for the Post & DHL Business Customer Portal in your company.

Basic settings

- Activation/deactivation of the function for optional issuing of individual pickup orders for return orders
- Activation/deactivation of the email about return labels created the day before

Recipient settings

You can choose the following recipient settings using the pencil icon:

- Edit returns recipient designation (receiver ID) and address details
- Upload your logo for display on the returns websites for your customers
- Edit your recipient address and save all details for sending return labels by email



Individualized settings (requires separate authorization) 2/2

Country settings for returns shipping from abroad

- Determine default language per country of dispatch
- Define your desired name for the reference field
- Store individual details for display on the order pages
- Set individual details for the returns emails