



DOMESTIC

SMARTMAIL PARCEL RETURN

Looking to simplify and expedite your returns? Need a cost-effective alternative to the domestic return service you're currently using? We have the perfect solution: DHL SmartMail Parcel Return.

Convenient for consumers. Simple for you.

Returns are a daily reality – but they don't have to be a daily hassle. DHL SmartMail Parcel Return™ reduces the complexity of processing returns while providing end-to-end visibility via our Customer Web Portal. With a simple pricing structure, both you and your customers can benefit from our hassle-free, fast and reliable DHL SmartMail Parcel Return service.

Our Workshare partnership makes it all possible.

The DHL SmartMail Parcel Return product allows your customers to return parcels by placing them directly in their mailbox or at any U.S. Postal Service (USPS) collection site, with visibility throughout the entire process. Easy market integration, faster transit times, precise tracking and reporting, and remarkable customer service make DHL SmartMail Parcel Return the superior choice for processing returns.



DHL SmartMail Parcel Return offers end-to-end visibility and tracking from label creation to final delivery. Tracking events are captured as your consumer's returns are expedited through the postal network.

SERVICE LEVELS

Three product options make DHL SmartMail Parcel Return both convenient and efficient.

DHL SmartMail Parcel Return Light

2-4 average transit days	Ideal for lightweight packages that don't exceed 16 ounces	May contain any mailable matter; most hazardous materials cannot be shipped
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DHL SmartMail Parcel Return Plus

1-3 average transit days	Ideal for packages up to 25 pounds	May contain any mailable matter; most hazardous materials cannot be shipped
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DHL SmartMail Parcel Return Ground

3-8 average transit days	Ideal for packages up to 25 pounds	First-Class Mail content not allowed; most hazardous materials cannot be shipped
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DHL eCommerce Solutions – Excellence. Simply delivered.

LABEL DELIVERY METHODS

With six label delivery methods to choose from, DHL SmartMail Parcel Return ensures that your unique business needs are met.

Online/On Demand Label Solutions

Email Label Merchant emails return label to consumer using DHL eCommerce Solutions Web Portal

Consumer API Consumer generates label by accessing merchant's API-enabled website

Link Label Merchant creates multi-use or single-use DHL SmartMail Parcel Return link, which consumer uses to print label after entering required Information

Stuff-the-Box Label Solutions

Stuff-the-Box (via DHL eCommerce API) Merchant pre-prints label using API interface and inserts label in outbound shipments

Batch Label DHL eCommerce Solutions pre-prints return labels in batches and ships return labels to the merchant

Return Shipment File (RSF) Merchant prints labels according to a label specification template and inserts them in outbound shipments; merchant uploads end-of-day shipment file (RSF) to DHL eCommerce Solutions for tracking and reporting in the Customer Web Portal

Our Web Portal – your returns management dashboard.

This robust yet easy-to-use online tool provides all the key information you need to monitor and manage all of your returns. Access it anytime, from anywhere – 24/7.

Delivery Code #	Auth #	SHIP# (S)	SHIP# (R)	SHIP#	SLS Delivery
12320021204642002001	R12345678	02/03/2018 PM	02/03/2018 PM	EnRoute	---
123200212046420021234	R12345678	02/03/2018 PM	02/03/2018 PM	EnRoute	---
123200212046420025678	R12345678	02/03/2018 PM	02/03/2018 PM	EnRoute	---
123200212046420029012	R12345678	02/03/2018 PM	02/03/2018 PM	EnRoute	---

Be a hit with customers. Use DHL SmartMail Parcel Return.

With DHL SmartMail Parcel Return, both you and your customer win. The simplicity and convenience are felt throughout the entire return process, from your customer's shopping experience to your returns management.

HOW RETAILERS BENEFIT

- Reduced complexity
- Improved visibility and tracking
- Reasonable cost
- Returns management via DHL eCommerce Solutions Web Portal
- Pre-alert / returns notification
- Simple pricing structure
- Quality postal and IT integration support
- Shipment Value Protection up to 100 USD
- No fuel or residential surcharges
- No minimum volume requirements
- Customized reporting available
- Multiple service levels
- Ability to support multiple return locations

HOW CONSUMERS BENEFIT

- Returns can be dropped directly into mailbox or at local Post Office, or picked up via a scheduled free pick up
- Fast and reliable service
- End-to-end tracking via Web Portal
- Estimated delivery date
- Email tracking alerts
- A variety of easy-to-use return label options
- Ability to track returns by order or RMA number

Deliveries AND returns – now from ONE reliable source.

Your DHL eCommerce Solutions relationship has never been this complete, or this comprehensive. With both delivery and return services now offered from one trusted source, your life is further simplified and your consumers are assured of a more positive and reliable experience.

If you are interested in our services, contact us at

800-805-9306 or online at logistics.dhl.com/e-commerce-us.

DHL eCommerce Solutions – Excellence. Simply delivered.