



DHL eCOMMERCE

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.

A SOLUTION FOR ALL YOUR NEEDS

DHL eCommerce has multiple service levels to meet your every business need. These services balance transit time and cost, allowing you to choose the best option for your business to get inventory back.

Light	Plus	Ground
2-4	1-3	3-8
Avg. Transit Days	Avg. Transit Days	Avg. Transit Days

PRODUCT SPECIFICATIONS

	Light	Plus	Ground
Weight	Less than 16 oz.	Up to 70 lbs.	Up to 70 lbs.
Protection	Up to 100 USD Shipment Value Protection		
Notes	Light and Plus may contain any mailable matter; For Ground, First-Class Mail content not allowed Most hazardous materials cannot be shipped		

KEY FEATURES

- Returns can be dropped directly into mailbox or at local Post Office, or picked up via a scheduled free pickup
- Full tracking visibility via our Customer Web Portal
- No delivery area or residential surcharge
- Pre-alert / returns notification
- Quality postal and IT integration support
- No minimum volume
- Ability to support multiple return locations

LABEL DELIVERY METHODS

Email Label	Merchant emails return label to consumer using the Customer Web Portal
Customer 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	Merchant pre-prints label using API interface and inserts label in outbound shipments
Batch Label	DHL eCommerce pre-prints return labels in batches and ships return labels to the merchant
Return Shipment File	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 for tracking and reporting in the Customer Web Portal

DHL eCommerce – Excellence. Simply delivered.