

DHL PARCEL RETURN CONNECT TO EUROPE

INFORMATION ON HOW TO GET EFFICIENT SUPPORT

Cross-Border-Solutions

DHL eCommerce – Excellence Simply Delivered

DHL PARCEL RETURN CONNECT can be used to receive Returns back to your warehouses (e.g. in PL) that are sent from Germany

1. Service Overview:

As an Otto-Customer you sell your services to consumers in Germany. Still, if you have a return or repair warehouse outside Germany (e.g. AT, CZ, FR, IT, PL, NL, SE, etc.) you can provide DHL PARCEL RETURN CONNECT Labels inside your OTTO account to your consumers to get the parcels straight back to your warehouse. Via consolidation in Göttingen, you can receive back your consumer returns to a warehouse in all 27 countries.

2. Partner Benefits:

- Consumers use the German DHL Service Point and Locker network
- One harmonized label with full flexibility for direct or consolidated returns
- QR-Code Returns & detailed end-to-end track & trace visibility for consumers and you

3. Geographical Coverage:

Return Connect Receiving Capabilities from Germany

= Already live

27 DHL Parcel Connect destinations are capable to collect DHL Parcel Return Connect from consumers and send back to the return destination via our Return Hub in Göttingen.

EXEMPLARY PARCEL LABEL LAYOUT (direct flow)

CMR DHL RETURN CONNECT

Stefan Testbuyer
Charles de Gaulle Str. 20 , Bonn, 53113, GERMANY

OttoSeller
Tim Test
Osmaniska 2
02821 Warszawa
POLAND

WA 617OF

Shipment nbr.: JJD1-4999200049450604 Weight: Count
Created: 2025-01-31 1.0 kg 1/1

(001) PARCEL*** F2000000

SCAN ME

(001) RETURN200049450604

SCAN ME

4. Partner Onboarding:

Please reach out to otto-onboarding@dhl.com for any product related inquiries or assistance you may need. We are here to support you at any time.