

COLLECT RETURN



CAPABILITY AND FUNCTIONALITY AT YOUR SERVICE

End-to-end visibility

DHL provides an all-inclusive collect and return solution that gives your customers the high level of service they expect. At the same time, you benefit from a highly visible process that integrates all areas of your customer service operation.

Your call centre agents can easily schedule pick-ups while your customer is still on the phone, via a fully-integrated, customized DHL interface. Your customers receive your own shipper reference numbers or Return Materials Authorisation (RMA) facilitating easy monitoring of every shipment across multiple legs. Pick-up bookings can also be modified, giving your service extreme flexibility and added efficiency.

To save you time and administration costs, the entire collect and return loop is itemised in one invoice. A reporting functionality also lets you analyse total turn-around times leading to optimized service and even more satisfied customers.

Your brand in good hands

The end customer meets only one person in the entire collect and return process: the DHL courier. So who will you send to represent your company? Show your customers you take after sales and warranties seriously by sending DHL Express.

Key benefits of DHL COLLECT & RETURN

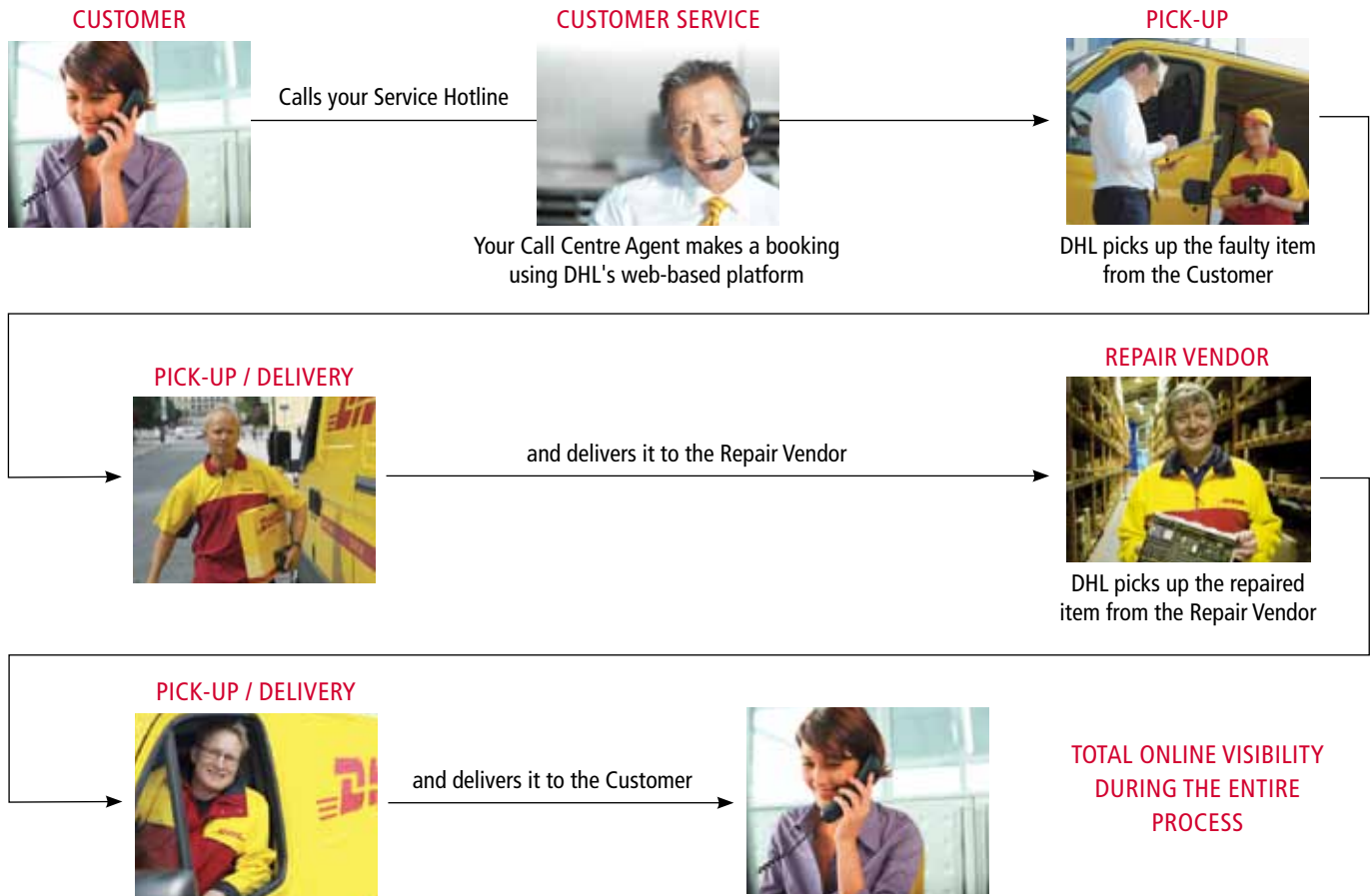
- An all-inclusive solution covering booking, 1, 2 or 3 leg transportation, monitoring and billing
- An easy-to-use service for your Call Center Agents
- Secure and professional handling
- Full visibility with customer tracking reference

Features

- Express pick-up from customer's address
- Delivery to a fixed address (e.g. repair vendor or logistics centre)
- Return of repaired item to same address as pick-up
- Approved protective packaging for sensitive electronic devices
- Convenient ready-to-use electronic waybills at pick-up
- Simple billing and administration for manufacturer or repair vendor
- Dedicated DHL COLLECT & RETURN account number
- Web-based platform for easy booking and monitoring of your shipments, also with an EDI capability
- Program management options

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Two leg DHL COLLECT & RETURN example: a convenient service for your customers



Optional Packaging

DHL can provide packaging for shipping fragile devices like laptops and mobile phones. Our packaging has been tested and approved to ensure maximum protection for your shipment contents during transit. Each packaging item can be used for both the first and the second transportation leg and is fully recyclable after use.

