



Return my parcel

Innovative DPD returns portal for your parcel recipients

Crucial for your customer satisfaction

In the dynamic e-commerce market, the purchase process is no longer the only decisive factor for customer satisfaction. Uncomplicated and efficient returns processing has established itself as an indispensable part of a positive shopping experience. This is exactly where our new returns portal comes in. With our simple and user-friendly returns solution "Return my parcel", you can also increase your customer loyalty, because returns can be managed quickly with just a few clicks.

Trust in a solution that will delight your customers and turn returns into a competitive advantage – with our innovative returns portal "RETURN MY PARCEL".



Return my parcel

Returns as important as shipping



16%

of all e-shoppers
return their order*

*2023 Geopost e-shopper
barometer, Austria n=1,003



32 % wouldn't order if
the returns process was
complicated*

> 80 % of returns in
two segments:

- 70 % fashion
- 10 % electronics**

**EY-Parthenon estimates based on Xerfi's global e-commerce sales segmentation by product category, excluding food

Return my parcel

Your individual returns solution

Here's how to get to the portal:

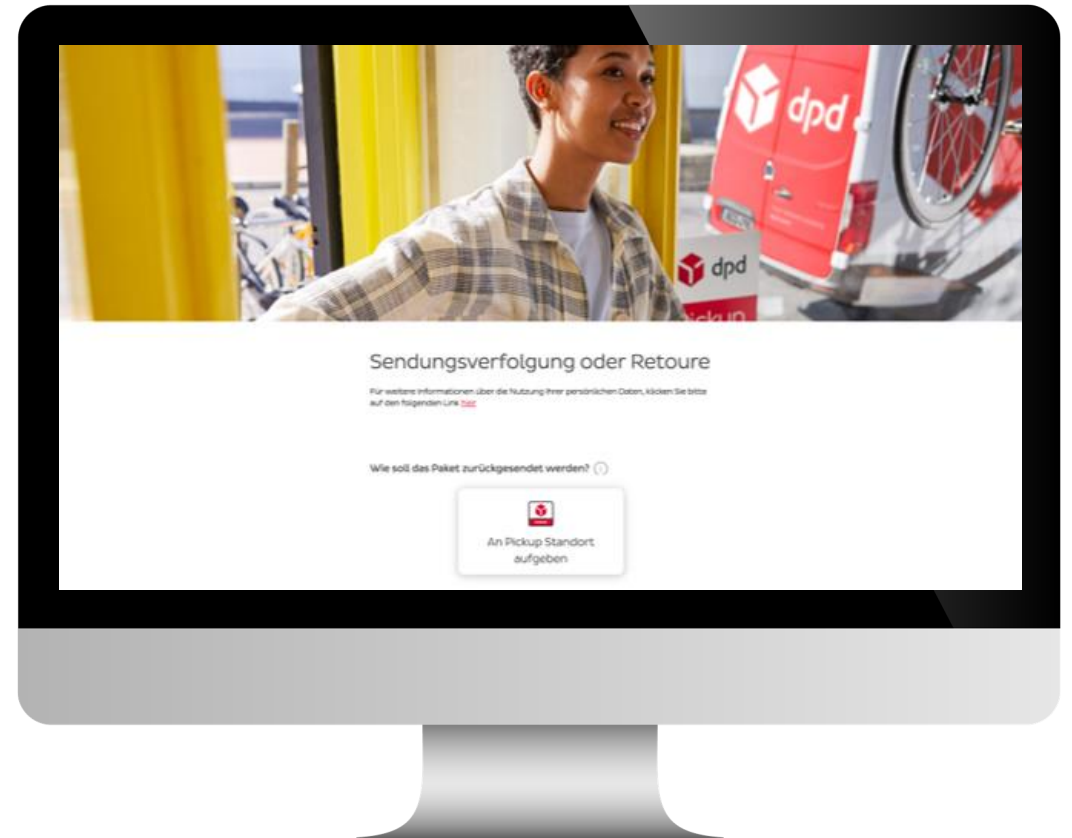
<https://rmp.dpdgroup.com/014>

Languages: DE / EN

The portal is available in German and English.

Customized

- Header in your own design
- Access link incl. your company name
- Individual assignment of reference numbers



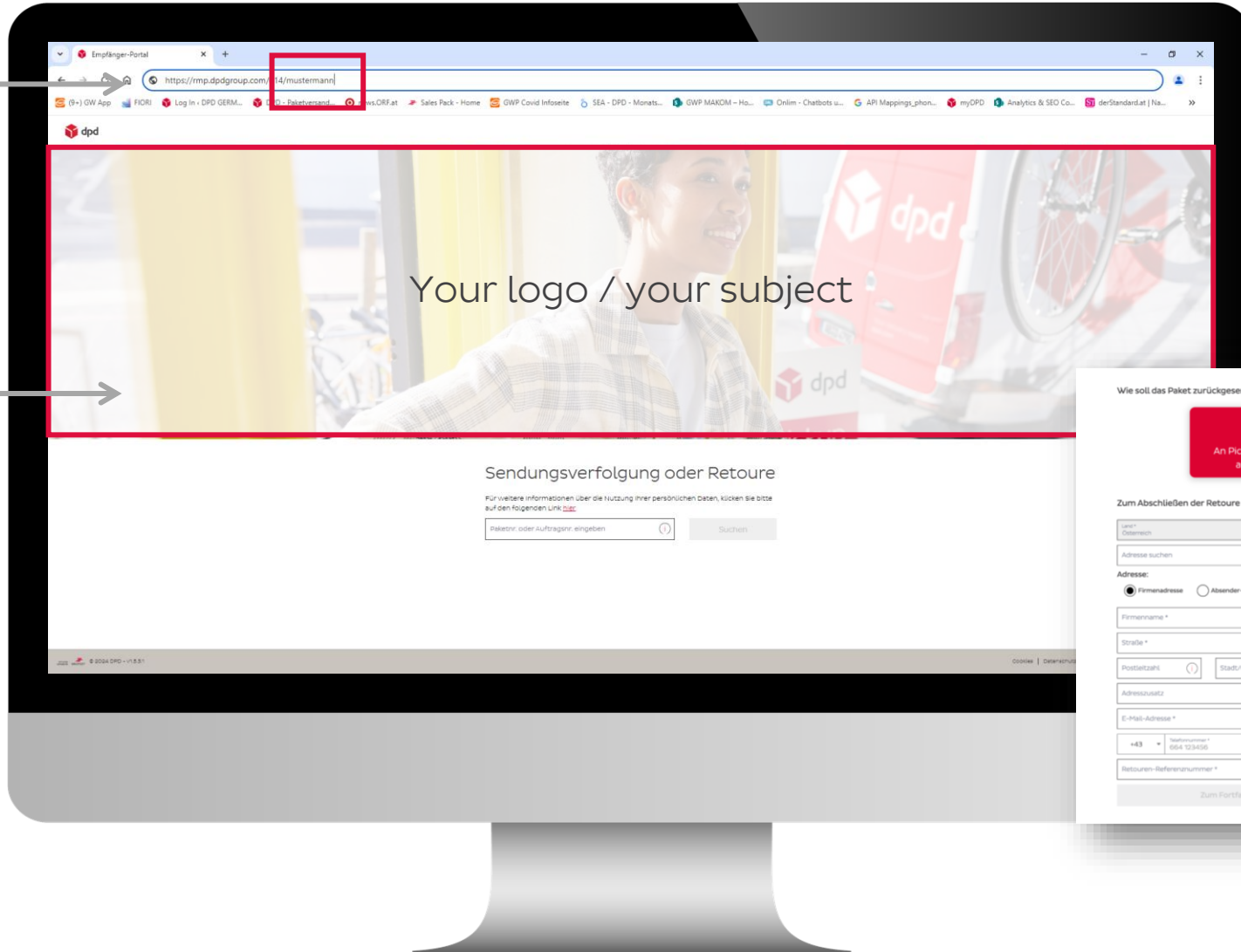
Return my parcel

Your innovative returns solution

Your individual portal URL

Your individual header

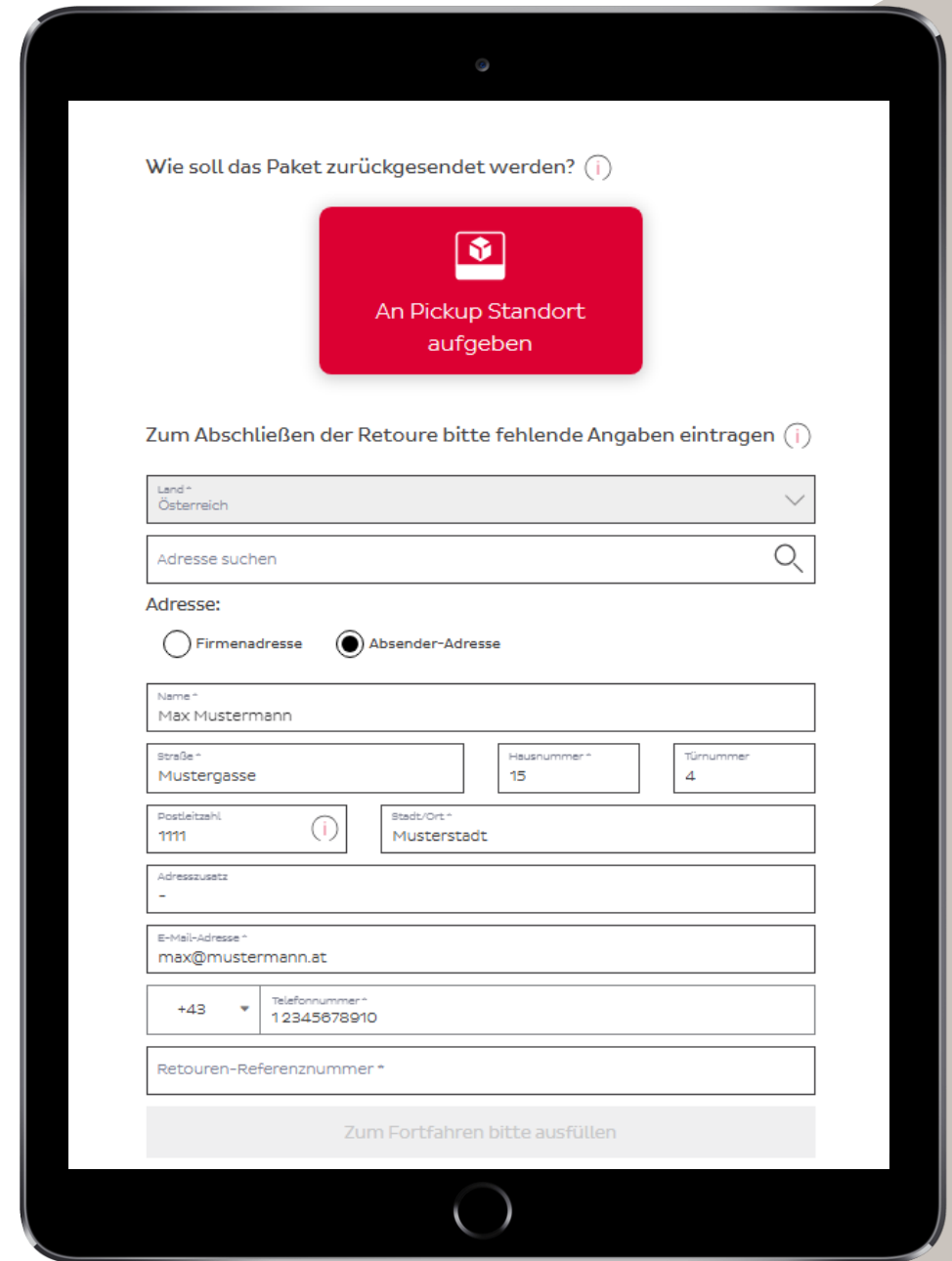
Your individual returns-reference



It's that easy

Enter contact details – Easy and fast

- Enter the sender address of the parcel recipient
- Mandatory fields are marked with an asterisk "*" in the form.
- The return reference number is used to assign your return parcel and can be assigned individually by you.



Wie soll das Paket zurückgesendet werden? ⓘ

**An Pickup Standort
aufgeben**

Zum Abschließen der Retoure bitte fehlende Angaben eintragen ⓘ

Land*
Österreich

Adresse suchen

Adresse:

Firmenadresse Absender-Adresse

Name*
Max Mustermann

Straße*
Mustergasse

Hausnummer*
15

Türnummer
4

Postleitzahl ⓘ
1111

Stadt/Ort*
Musterstadt

Adresszusatz
-

E-Mail-Adresse*
max@mustermann.at

+43 Telefonnummer*
12345678910

Retouren-Referenznummer*

Zum Fortfahren bitte ausfüllen

It's that easy

Data Overview at a glance

- **Better safe than sorry:** After entering the contact details, a check is carried out to be on the safe side – your customers are asked to check the data again for accuracy.
- **Flexible:** By clicking on the "pen symbol", the data can be adapted again.
- **Simple:** Click on the "Submit" button if everything has been entered correctly.
- **Done:** The return label is then generated.

The screenshot shows a mobile application interface for DPD. The title is "Sendungsverfolgung oder Retoure". Below the title, there is a link for more information. The main question is "Wie soll das Paket zurückgesendet werden?" with an information icon. A large red button with a white cube icon and the text "An Pickup Standort aufgeben" is prominent. Below this, a message says "Sie sind fast fertig. Bitte Kontaktdaten prüfen." A form contains the following data: Firmenname: Muster GmbH; Adresse: Mustergasse 46, 2333 Musterdorf, Österreich; E-Mail-Adresse; Telefonnummer: (+43) 664123456. A red "Senden" button is at the bottom.

Sendungsverfolgung oder Retoure

Für weitere Informationen über die Nutzung Ihrer persönlichen Daten, klicken Sie bitte auf den folgenden Link [hier](#)

Wie soll das Paket zurückgesendet werden? ⓘ

An Pickup Standort aufgeben

Sie sind fast fertig. Bitte Kontaktdaten prüfen.

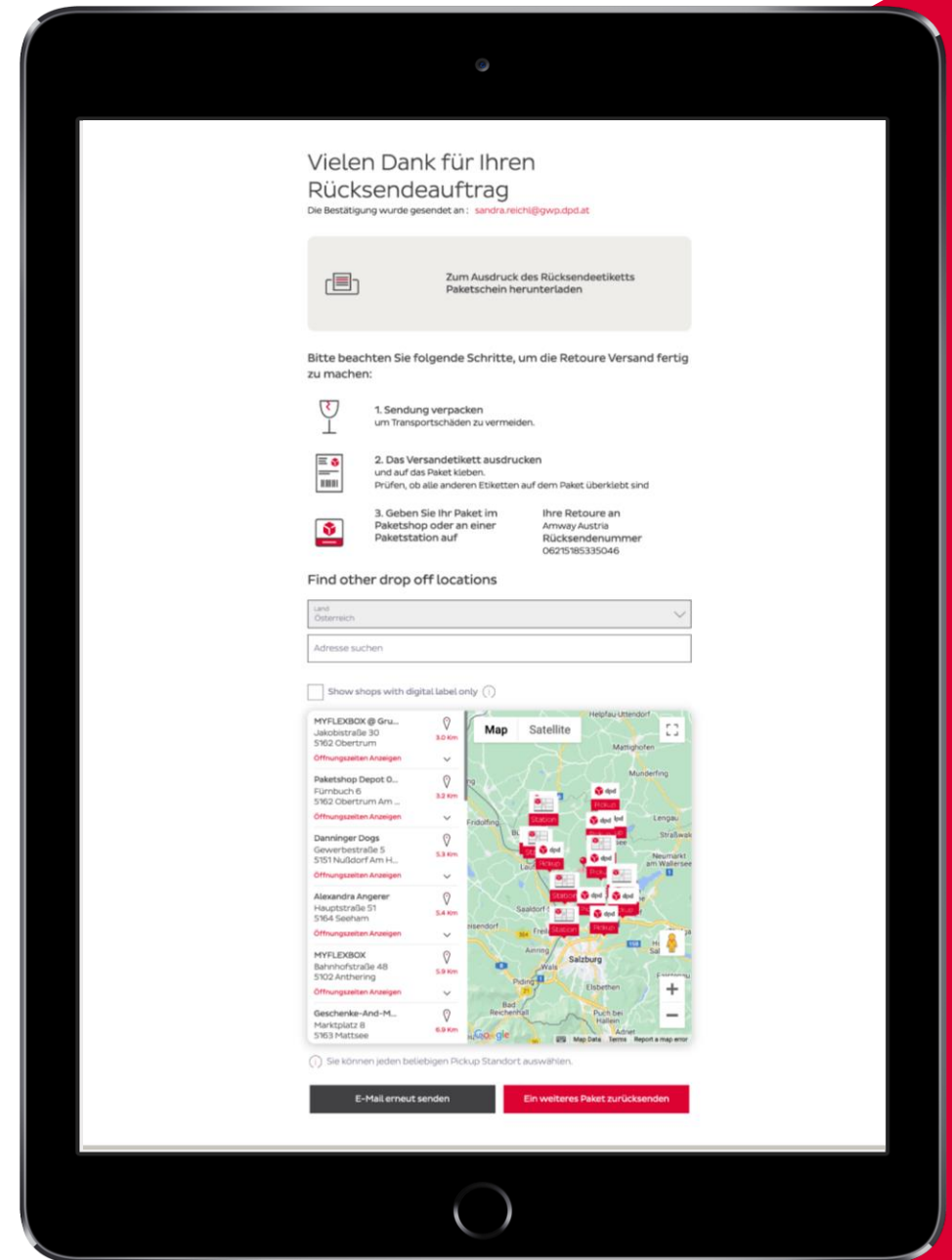
Firmenname	Muster GmbH
Adresse	Mustergasse 46 2333 Musterdorf Österreich
E-Mail-Adresse	
Telefonnummer	(+43) 664123456

Senden

It's that easy

The return of your parcel can start now

- The return order is now complete.
- The generated return label is sent to the e-mail address entered or can be downloaded directly from the page as a pdf.
- All your customers have to do is print out the label, attach it to the return parcel and hand it in at a Pickup location.
- In the Pickup location finder, your returns senders can quickly select the nearest Pickup parcel shop or a locker nearby.



Back in no time!

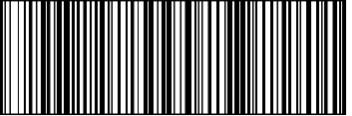
Ausserlich nicht erkennbare Schäden müssen DPD innerhalb von 6 Tagen nach Ablieferung schriftlich gemeldet werden. Notifications on damage which is not recognizable from the outside has to be submitted to DPD within 6 days in writing.

dpd

DPD 0621 GmbH A-1220 St. Leopoldsdorf 490, 510, 511, 512	DPD 0621 Post Services GmbH Müllersgasse 46 2230 Mautersdorf AT-Austria
YdNr.: 992528 Master GmbH	Paketanzahl: 1/1 Gewicht: 0.5kg

Ref1:
Ref2:
Phone:
Contact:

0621 TRACK **2C RETURN** Service
AT-DPD-0062
RET 332-AT-1333 **R621**
20240531 24050602 5952280621 WEB.Service 1.0.4



0001 333 0621 5185 3350 48 332 040 C

We are happy to be there for you!

If you have any questions, our sales team is always at your disposal.

[dpd.at](https://www.dpd.at)



Pickup

