

# ENABLING **FAST** AND EFFICIENT **CUSTOMER SERVICE.**



**COLLECT RETURN**

LET A **STRONG BRAND**  
BE YOUR **REPRESENTATIVE.**



**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. Pick-up bookings can also be modified as many times as necessary, giving your service extreme flexibility and added efficiency.

To save you time and administration costs, the entire collect and return loop is consolidated 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 courier. So who will you send to represent your company? Show your customers you take service seriously by sending DHL Express, a trusted brand.

### Key benefits of DHL COLLECT & RETURN

- An all-inclusive solution covering booking, two leg transportation, monitoring and billing
- An easy-to-use service
- Secure and professional handling
- Full visibility with customer tracking reference

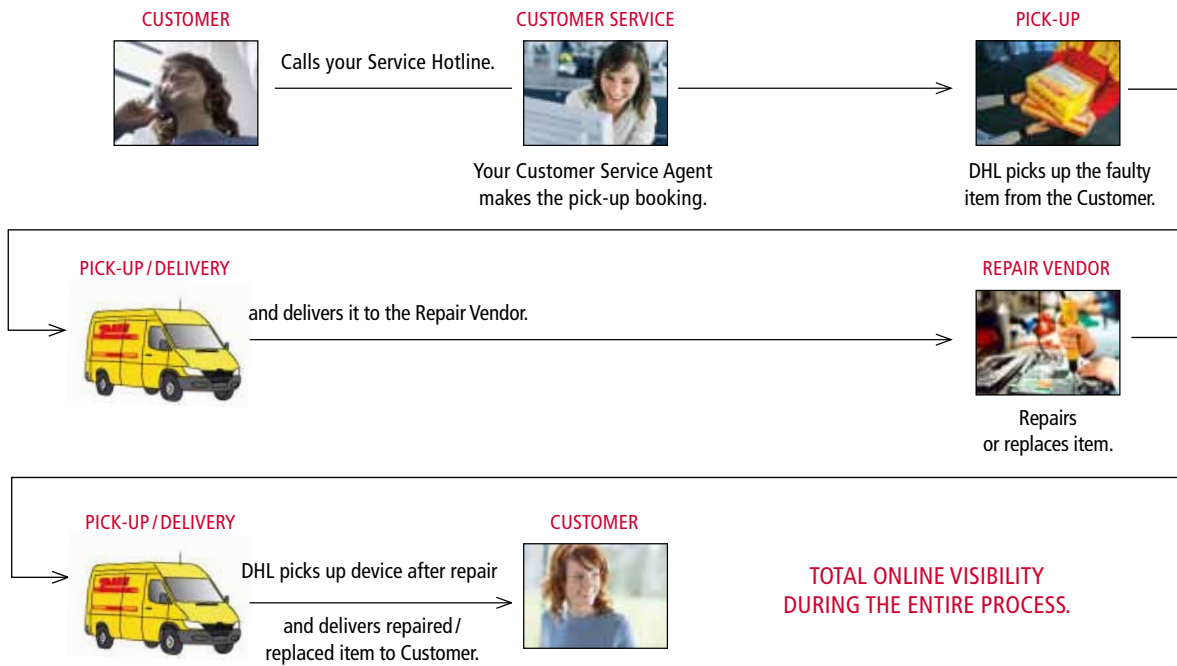
### Features

- Express pick-up from customer's address
- Secure delivery to a fixed address (e.g. repair vendor or logistics centre)
- Return of repaired item to same address as pick-up
- Approved packaging for devices such as laptops, at an attractive price
- Convenient ready-to-use electronic waybills at pick-up
- Simple billing and administration for manufacturer or repair vendor
- Dedicated DHL COLLECT & RETURN account number
- Remote, web-based booking tool with optional customization of interface (e.g. manufacturer's logo and corporate identity) as well as EDI capability
- Multiple program management options

# RELY ON A SECURE PROCESS.



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



## Optional Packaging

DHL can provide packaging for shipping fragile devices (see below). This packaging has been tested and approved to ensure maximum protection for your shipments in-transit.



For further information, please contact your local DHL Service Centre or your Account Manager.

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