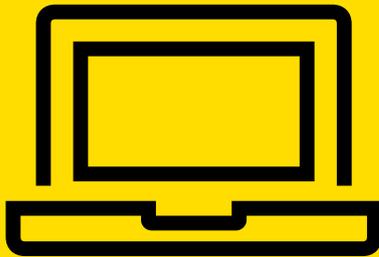

RETURN LABEL ONLINE

Generate return labels via direct link to Austrian Post



post.at/businessparcel

This return solution is quick and easily integrated. First you establish a direct link to the return portal of Austrian Post. This link can then be sent by email or placed on your web page. The direct link takes your customers right to the return portal of Austrian Post to generate the return labels they need.



Requirements:

- You can use national returns on basis of the price sheet for business clients or with a valid agreement
- For international returns you will need a valid agreement
- We will help you to define the desired return address on the label (this may be different from the actually agreed delivery address for your returns)
- Definition of the logistics centre
- You let us know the starting date/planned quantity

Your benefits:

- The fastest option to implement
- Low costs and programming effort
- Your customers choose whether to print out the labels at home or using QR codes at the post office counter or at the posting station in the self-service area of Austrian Post
- Two optional fields to be defined
- Positioning of your name and logo possible
- Available in English

How it works:

Together we customise your return portal. You define:

- return address on the label
- company name and the desired company logo (both will be displayed in the return portal)
- optional additional fields (e.g. catalogue number/ order number)

This link can then be sent by email or placed on your web page. The direct link takes your customers right to the return portal of Austrian Post to generate the return labels they need.

**We deliver.
Anytime.
Worldwide.**

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E-Commerce
Solutions**

Customise your return portal:

You can customise the design and upload your desired logo. You define what must be entered in the optional fields.

You may either require your customers to complete these fields or send the fields with the required data already entered (e.g. catalogue number/order number indicated). Your customers can then fill in the required fields and decide if they need to generate more labels.

The screenshot shows the 'RETOURENLABEL ONLINE' interface. At the top, there's a yellow header with the Austrian Post logo and the text 'RETOURENLABEL ONLINE'. Below this, a black box contains the 'Company Logo'. The main content area is titled 'Return to Musterfirma GmbH' and features two steps: '1 Enter sender information' and '2 Print return label'. The form includes fields for 'Ordernumber', 'Customernumber', 'Name *', 'Street / Number *', 'ZIP / City *', and 'Country' (pre-filled with 'Austria'). There are also instructions on how to use the return label, including a QR code and a 'Print QR code via e-mail' option. A 'next' button is visible at the bottom right.

The following example of a link already includes all the data for creating the entry fields at the return portal of Austrian Post:

<https://secure.post.at/retourenportal/index.php?token=VertriebPostAG&land=AT&CustomFieldValue1=123456789&CustomFieldValue2=AT56789>

retourenportal = return portal of Austrian Post is initialised

token = customer ID + debtor number encrypted

CustomFieldValue1 = value for predefined field 1 **1**

CustomFieldValue2 = value for predefined field 2 **2**

land = for Austria (= country) **3**

This screenshot shows the same 'RETOURENLABEL ONLINE' interface as above, but with the form fields pre-filled. The 'Ordernumber' field contains '123456789' (marked with a yellow circle '1'), 'Customernumber' contains 'AT56789' (marked with a yellow circle '2'), and 'Country' is 'Austria' (marked with a yellow circle '3'). The other fields are empty. The 'next' button is still present at the bottom right.

Take a look at the test link to the return portal!

Test link for return labels online Austria:

<https://secure.post.at/retourenportal/index.php?token=VertriebPostAG&land=AT>

Test link for return labels online Germany:

<https://secure.post.at/retourenportal/index.php?token=VertriebPostAG&land=DE>

