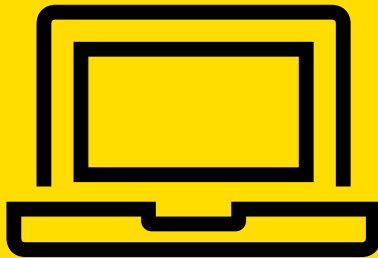# RETURN LABEL ONLINE
Generate return labels
via direct link to Austrian Post

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)
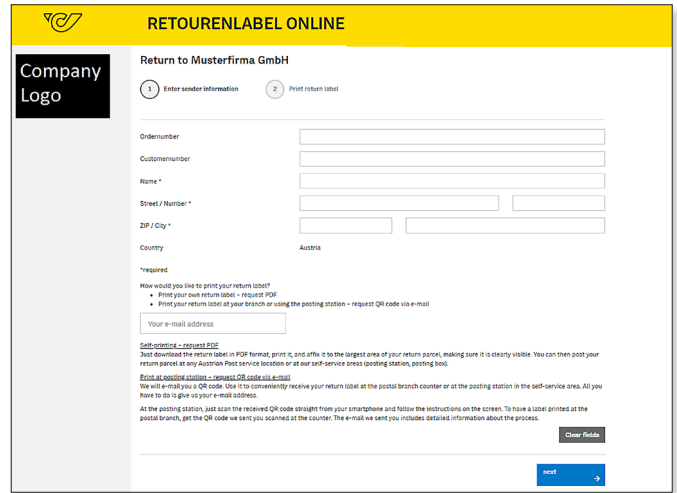- optional additional fields (e.g. catalogue number/ order number)

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.

Austrian
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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 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
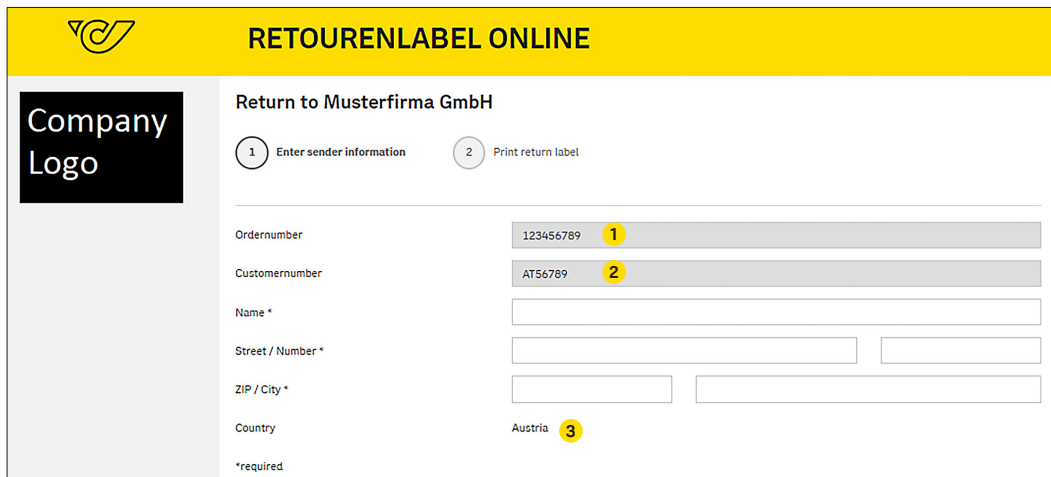
retourenportal = return portal of Austrian Post is initialised
token = customer ID + debitor number encrypted
CustomFieldValue1 = value for predefined field 1 ①
CustomFieldValue2 = value for predefined field 2 ②
land = for Austria (= country) ③

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

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