

RETURN SOLUTIONS OF AUSTRIAN POST



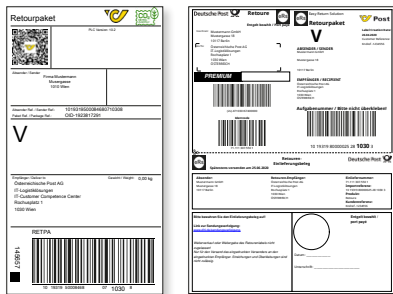
Extensive tools for creating return labels

post.at/businessparcel

Successful online trading entails a quick and customised return solution for your shipping items to national and international customers. You may decide for yourself whether you would like to add an actual return label to your parcel or provide your customers with access for creating a return label as and when required.

1. Return label online (return portal)

This solution may be used immediately. First you establish a direct link to the return portal of Austrian Post according to our instructions. This link can then be sent by email or placed on your web page.



2. Post-Labelcenter (PLC)

For your parcel shipping, the shipping software Post-Labelcenter of Austrian Post is available to you if you do not have your own programme. The return labels and QR codes are created in PLC according to the requirements of Austrian Post. There are two options here:

- You can print out the national return labels immediately and physically enclose them when sending them to your customers in Austria
- You can use the PLC web service to create the PDF label or alternatively a QR code and make it available to your customers. With the QR code your customers can print out the return label at the counter of any Austrian Post branch or in the self-service area

Produkt	National	International	Standard Int.
1. Return label online	✓	✓	✓
2. Post-Labelcenter (PLC)	✓	✓	✓

Key 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
- Definition of the return address on the label (this may be different from the actually agreed delivery address for your returns)
- Definition of the logistics center
- Starting date/planned quantity



Contact your account manager right away and together we make your returns easy.