

## Welcome to the DHL Returns Portal!

Here you can print or email your return labels to send back your food boxes using the DHL returns system.

Upon accessing the Returns Portal, you will be asked to complete necessary details about your parcel.

Most fields are self-explanatory, but here is a guide for what to put where.

**IMPORTANT:** If you would like to produce multiple labels, you will be asked to repeat this process each time.

## Tell Us Your Country:

Always select\*

- United Kingdom

## Tell Us About Your Order:

Order Number:

\*Please insert your first name initial/s and last name, then the current date in the below format:

- HPRINCE06102023

If you have more than one box, you can add the box number at the end of the order number – see below example:

- HPRINCE06102023-1
- HPRINCE06102023-2
- HPRINCE06102023-3 etc.

Choose your return reason and select the only option available:

- Donation



## Tell Us About You:

Insert all of the relevant information requested. Please be aware of required fields.

Tick the hazardous check box.

## Next Page

You will be given two options to producing your return label. You can either print the label at home, or receive the label by email to be shown on an electronic device at the Servicepoint.

Please choose your return method					
CARRIER	SERVICE	SERVICE TYPE	PRINTER REQUIRED?	PRICE	
<input checked="" type="radio"/>  DHL Parcel UK	DHL ServicePoint Returns	Drop off at Access Point	Yes	Free	
<input type="radio"/>  DHL Parcel UK	DHL ServicePoint Returns Paperless	Drop off at Access Point	No	Free	

Please tell us your phone number.\*

## Option 1:

The printed version of the label is to be applied to the parcel with sticky tape before visiting a ServicePoint.

## Option 2:

The emailed version of the label requires you to show the digital label at the ServicePoint, for the parcel to be taken in.

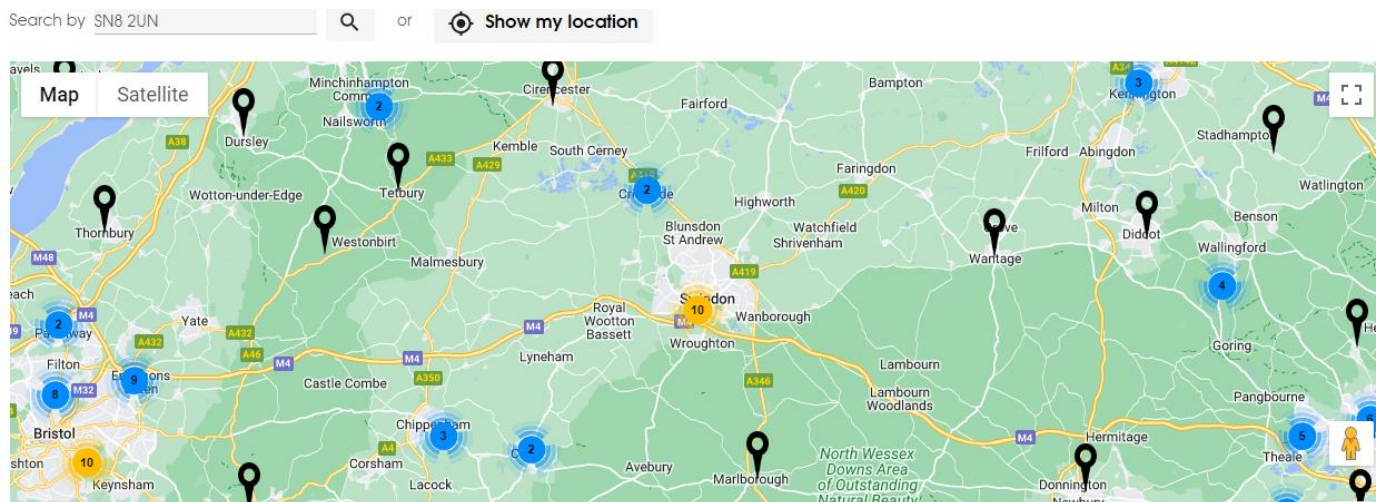
Both options require your printed or digital label to be scanned at the ServicePoint, enabling the parcel to be sent.

Select whichever option is suitable for you.

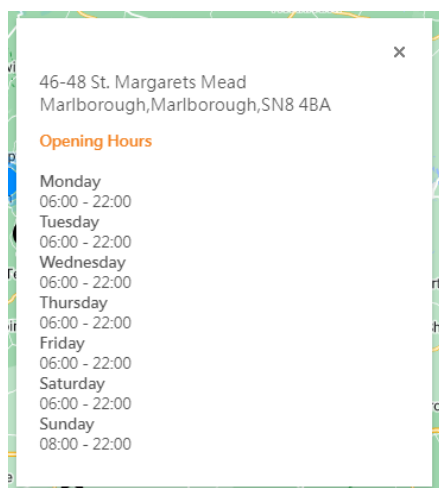
## The Map:

The map should automatically use your post code and search up Servicepoints in your area (shown by black markers).

\*If your details are not showing in the grey fields for phone number or post code, please insert these details manually.



Click on a black marker to view the full details of the ServicePoint.



Click Proceed.

## Next Page

Your label is now ready to be downloaded for printing or accessed digitally.


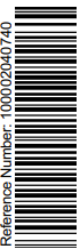





### If you chose option 1:

Please take note of the instructions provided.

Click *Download your label*.

Access your label in the *Downloads* section of your browser.

This will provide the label in PDF form as shown below and is now ready to print.

<b>CMR</b> <small>VERSION 21.01.2</small> <b>RETURN CONNECT</b>  <b>13</b> 105 Wharf Road, Wroughton Swindon, SN4 9LF, United Kingdom		 Reference Number: 100002040740		 Order Number: 00008	
FOODGIVES BARNABUS FUND Unit 23 Ash Industrial Estate, Kembrey SWINDON SN2 8UN United Kingdom		 (ZL) GB SN2 8UN + 72 00 0 000		RETURNED GOODS	
ACCOUNT NO: D012824 COLLECTED: 01-01-01 WEIGHT: 0.75 kg REFERENCE NO: 00008		 (J) JD 14905 5 55020330555985 0		No of items: 1	
					

**IMPORTANT - Please print the provided label and attach it to your parcel. Please send your parcel within 7 days!**

- Package your return ensuring that the parcel is sealed and secure
- Print this label and apply to your parcel ensuring all older labels are removed from the packaging
- Take the parcel to your preferred ServicePoint who will process it for you
- Go to <http://www.dhl.com/uk-service-point-finder> to locate your nearest ServicePoint which is situated in PayPoint stores

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If you chose option 2:

Please take note of the instructions provided.

Click *Download your label*.

Access your label in the *Downloads* section of your browser.

This will provide a one-page label with one barcode in PDF form. Please ensure this label and barcode are ready on your electronic device to show at the ServicePoint.



Your DHL Parcel UK  
tracking number is ready.



**IMPORTANT - Please send your parcel within 7 days!**

- Package your return ensuring that the parcel is sealed and secure
- Ensure all older labels are removed from the outer package
- Please ensure your barcode is ready on your mobile device to show in store
- Take the parcel to your preferred ServicePoint who will process it for you
- Go to <http://www.dhl.com/uk-service-point-finder> to locate your nearest ServicePoint which is situated in PayPoint stores

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Producing multiple labels?

If you would you like to produce another label, please select *return another order*. This will return you to the first page ready for you to repeat the process again, to produce the next label. (Unfortunately it's a separate request for each box/label)

Click *continue shopping* if you would like to return to the food.gives website.

## Actual Drop-off

### Option 1:

When you arrive at the ServicePoint of your choice, they will ask to scan your barcode. However, if the barcode is smudged or damaged and therefore cannot be scanned, please provide them the JJD number. This number can be entered manually by the ServicePoint if the label does not scan and if they are not able to print a new label to stick on your parcel.

### Option 2:

When you arrive at the Servicepoint of your choice, they will ask to scan your barcode. If you have this on your mobile device, the ServicePoint can scan from your phone. Should that not work, give them the JJD number as above in option 1, and they can manually enter this. The ServicePoint will then print a new label and attach it to the parcel which records your order number.

IMPORTANT: Your order number allows us to track who has sent the parcel.

If there are issues with returning your parcel, if at all possible, try and call us from the ServicePoint so we can try and get any issues resolved while you are there. This will hopefully avoid you having to take the box/es away and returning to try again. The number to call is, 01793 744557.

Thank you!