

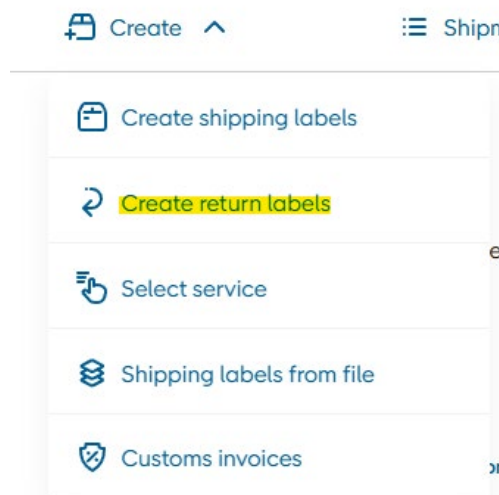
OST: Return with code

Return with code

PostNord's "Return with Code" service makes it easy for consumers to return parcels. When you create a return parcel in the Online Shipping Tool or on the Track&Trace page for a shipment that has already been delivered, the consumer will receive an 8-digit return code or QR code, which they can use to return the parcel to our service point or parcel locker without a printed address label.

Creating a return with a code in Online Shipping Tool

1. Log in to the customer portal at portal.postnord.com.
2. On the customer portal homepage, click 'Online Shipping Tool'.
3. On the Online Shipping Tool homepage, click on 'Create' and select 'Create return labels' from the drop-down menu. You can also create a return shipment under 'Select service'.



4. First, select the address for the consumer, who is returning the parcel. You can select a previously saved address from your address book or enter a new address. When entering the address manually, be sure to select "Private". The return with code additional service is only available for returns by private consumers.

 New return sender
 Address book

Private

Business →

First and last name

C/o (optional)

Address line 1

Address line 2 (optional)

Select country

+
Finland
▼

Postal code

Area

Door code (optional)

Contact information (optional)

Keep in mind that certain PostNord services won't be available if contact information is missing.

Country code

+
+358
▼

Mobile phone

Email

☐ Save recipient

Advanced settings

Add Receiver ID, Sortpos or Search tags.

▼

Add return sender

5. Once you have entered all the info, click 'Add return sender'.
6. Next, select the recipient of the package. This address is usually the company's own address if the parcel being returned back to the original sending company.
From here, you can also select a saved address from your address book or enter a new address manually.
7. Then select the 'Shipment'-type. In this case, select 'Package'. The return with code additional service can't be selected with Pallet-service.

- Then enter the dimensions and weight of the parcel to be returned:

What are you sending?

☒ Package
Max 30 kg

☐ Pallet
Max 1000 kg

Shipment weight

2 kg

0.15 kg

30 kg

Measurements [Collapse](#)

Length

25 cm

14 cm

150 cm

Width

30 cm

9 cm

100 cm

Height

30 cm

1 cm

100 cm

- If necessary, add a reference to the shipment and also increase the number of parcels if there are more than one parcel to be returned.
- Next, select the additional service 'Return with code' for the shipment:

Addons
Select addons for your shipment.

Delivery addons [About addons](#)

☐ Return with code

Security addons [About addons](#)

☐ Dangerous Goods LQ

- Enter the email address or phone number, in order to send the return code to the consumer.

NOTE! In Finland consumer must write the 8-digit code and their name on the parcel when returning it.

The return code or barcode will be shown at the service point or parcel locker, and the address label will be printed later on by PostNord.

If the consumer's address is in Sweden or Denmark, they will receive a QR

code that they can use to return the parcel to a pickup point.

Addons

Select addons for your shipment.

Delivery addons

About addons

Return with code

Enter the mobile number or email that should receive the return code.

Country code

Mobile phone

+ +358

+358

Email

testaaaja.testinen24@gmail.com

Save

Unsaved

- Confirm the information by clicking 'Save'.
- Once all the information has been filled in, click on 'Add shipping label'.
- On the 'Summary' page, you can still edit the parcel details. If the details are correct, click 'Create labels'.

Create

Shipments

Templates

Recipients

Pick up

Summary

Review your order before creating your labels. You can also edit, duplicate and add more labels here.

Your shipments

Service	Return sender	Estimated price	
Return Drop Off	Testi Testinen Osumakuja 1 01530 Vantaa	Missing	

We could not estimate a total price for this order. Please view the price list and terms of service to estimate the price. Your exact prices will be shown on your invoice.

Total estimated price (excl. VAT):

Missing

Order confirmation:

☐ Yes, send me a confirmation via email.

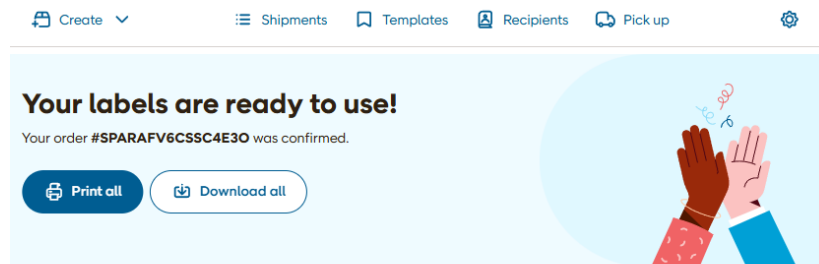
+ Add label

Create labels

OST: Return with code

4 (9)

15. Once you have clicked the 'Create labels' button, your order will be created and you will see a window where you can print a return address card if necessary, but this isn't mandatory.



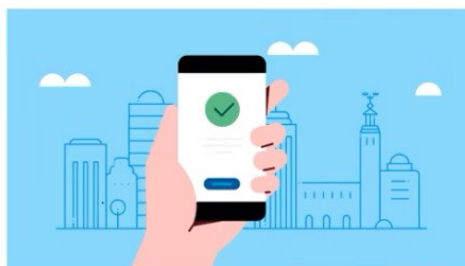
Return shipments

Provide these labels to the person that will send the return.

Service	Recipient address	Reference	Estimated price
Return Drop Off 00364300432998199617	Testi Oy Osumakuja 1-3 01530 Vantaa	-	-

16. **NOTE!** At this point, the consumer will automatically receive a SMS or email (depending on the previous selection), containing a return code for returning the parcel.

Below are the example pictures of the email sent to the consumer:



Hei [REDACTED],

Ohessa on palautuskoodi PostNordin paketin palauttamista varten. Kirjoita tiedot paketin päälle pysyvällä tussilla ja isoilla kirjaimilla. Ensinnä koodi ja sitten nimi, omille riveille.

Palauttaessasi voit lisäksi näyttää alla olevan viivakoodin noutopisteen kassalla.

00042609

[REDACTED]

Vie paketti PostNordin palvelupisteeseen, josta se lähtee palautumaan lähettäjälle. PostNord tulostaa palautusosoitekortin 00364300432998202478.



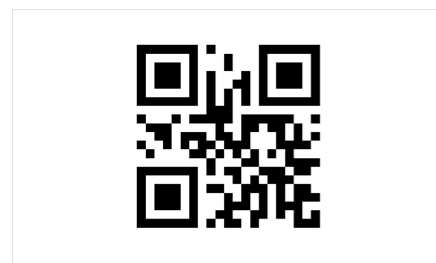
Ystävällisin terveisin,
PostNord



Hi POEN Test Recipient,

Drop off the parcel at your PostNord service point and ask the cashier to scan the QR code. A label is printed, which should be attached on the parcel.

Parcel to PostNord Oy
Item id: 00364300432998250387



Best Regards,
PostNord

Creating a return shipment with the return code via the Track&Trace page

On the Track&Trace page, you can create a return shipment with the 'Return with code' addon, for a shipment that has already been delivered to the recipient. Return with code is currently available for the following services: Service Point, Parcel locker, Home, and Parcel.

1. Click on 'Track & Trace' on the front page of the customer portal.
2. Find the correct shipment either by searching it with a keyword or by using various filters.

Track & Trace

Here you can filter or search to quickly find your shipment. View shipping information, status, and delivery events.

[Sending \(37491\)](#)
[Returns \(2356\)](#)

From - to
 2025-10-29 → 2025-11-12

Today Last workday Last 7 days **Last 14 days** Last 30 days

Veikko Vastaanottaja

Shipment stages
☐ EDI (1969)
 ☐ Outgoing (26095)
 ☐ At service point (1)
 ☐ At distribution point (89)
 ☒ Delivered (6006)
 ☐ Split (0)

Status
☒ On time (3394)
 ☒ Late arrival (2612)

3. Click on the details of the correct parcel to open the 'Delivery details' window.

[← Back to Track & Trace](#)

Delivered

Actions

Delivery details

Proof of delivery
Image of signature
GPS position

Copy tracking link to share with receiver

Shipment details

Shipment ID
00364300432998289479

Item ID
00364300432998289479

Customer reference
123

Customer numbers
20686970

Product
PostNord Parcel - 18

When did the receiver receive the consignment?
12 Nov 08:17

Time of arrival
12 Nov 08:17

Initial estimated delivery date
13 Nov before 17:00

Recipient details

Recipient name
Veikko Vastaanottaja

Recipient address
Kolmas linja 90
00530 Helsinki
Finland

Delivery events Customer service Notes

Select delivery events timeline

See all Transport Notifications Changes Deviations

The shipment item is ready for delivery.
VANTAA
Today 08:17

The shipment item has been delivered.
VANTAA
Today 08:17

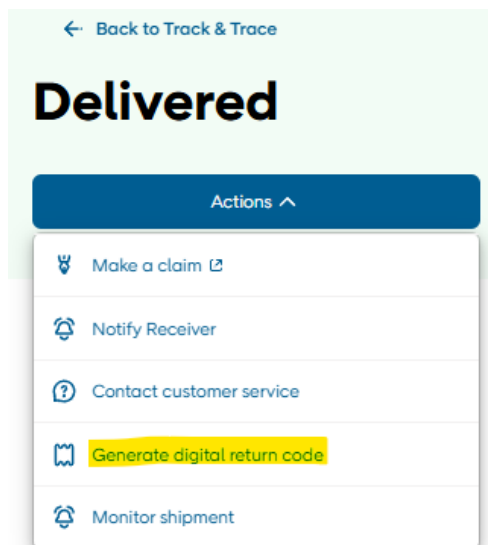
Proof of delivery

The address is incorrect.
VANTAA
Today 08:17

The delivery of the shipment item is in progress.
VANTAA
Today 08:16

We have received a notification from your shipper that they are preparing an item for you.
The tracking information will be updated when the parcel is handed over to PostNord.
PostNord
Yesterday 14:08

- Click on 'Actions' in the drop-down menu and select 'Generate digital return code.'



- From the window that opens, you can choose to send either a text message or an email to the consumer, or both. You can also add a reference to the new return shipment.

Create digital return code ✕

A digital return code will be created. The return sender needs to write the return code and his/her name on the parcel and can then either bring the barcode and the shipment to a service point to get the shipping label printed, or hand it in at a parcel locker. Here you can also decide if you want PostNord to send the code to the return sender.

☐ Add shipment reference

☒ Send digital return code to smart phone

FI ▼ **+358**

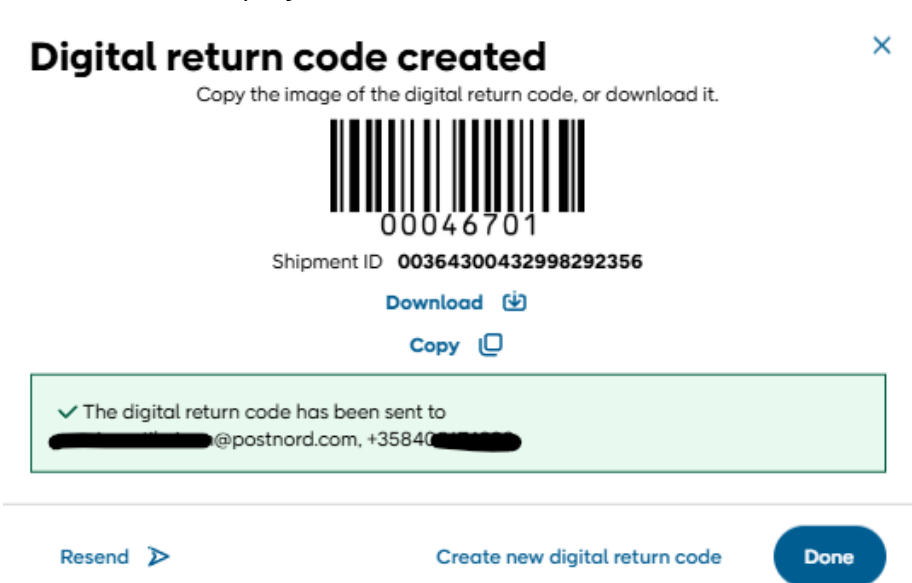
☒ Send digital return code as email

Email

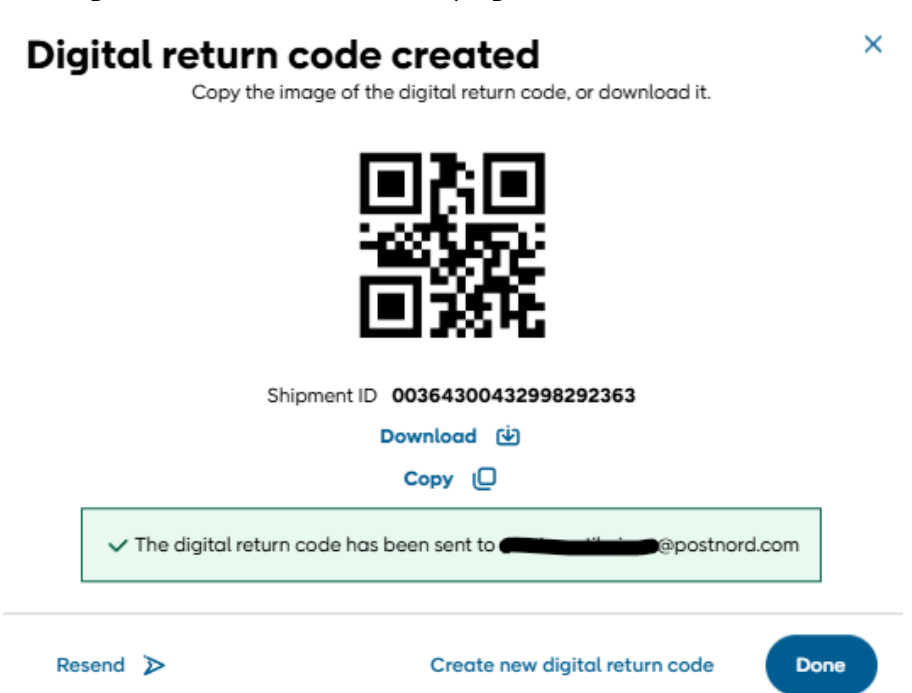
Cancel Create digital return code

- When you click on the selection, the consumers details will be automatically filled in, with the details from the original parcel. You can edit these if necessary.
- Once you have filled in the information, click on 'Create digital return code'.

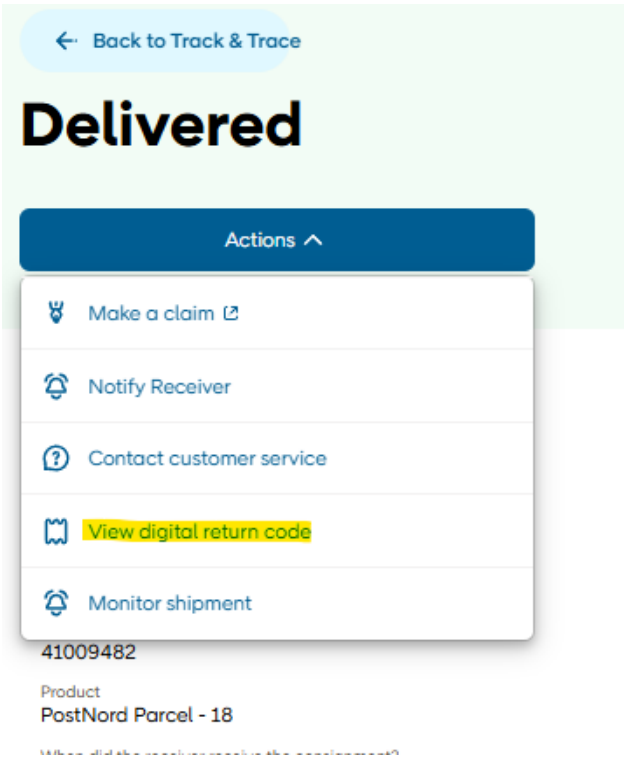
- After this, a confirmation of the message sent and the return code created will be displayed.



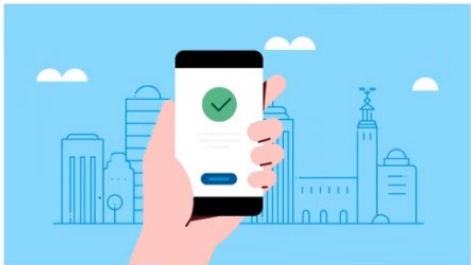
- If necessary, you can download the generated return code or send it to the consumer again.
- If the consumers address is in Sweden or Denmark, the confirmation message sent in the Track&Trace-page will look like this.



11. By clicking on the 'Actions' drop-down menu again, you can see whether a return code has already been created for the shipment and open it if necessary.



12. Below are sample images of messages sent to the consumer:



Hei [REDACTED],

Ohessa on palautuskoodi PostNordin paketin palauttamista varten. Kirjoita tiedot paketin päälle pysyvällä tussilla ja isoilla kirjaimilla. Ensimmäinen koodi ja sitten nimi, omille riveille.
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Ystävällisin terveisin,
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