**IT Returns Process – VIA DPD**

If you need to return any IT equipment to IT Supply, based at Barnardo House in Barkingside please follow this user guide.

**Return procedure**

* Please return equipment promptly
* Package all of the equipment in suitable boxes with packaging. For most cases, you can use the box that the new equipment arrived in
* Please follow the below step by step guide to arranging your collection.
* The DPD driver will have the address labels when they arrive for the collection
* For all parcels where the equipment contains a battery ( laptops and phones) please print the below battery label and attach to the box, you may find your box already has one of these labels and if so that can be reused, please ensure you do not stick anything over this label.

**How to book a 3rd Party Collection with DPD**

1. Login to my DPD - <https://my.dpd.co.uk/logon>

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Enter details as below:

**Username:BARNARDOS2**

**Password:BARNARDOSCOLL2**

1. Select Collection

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1. Ensure you are on the create Collection tab as below:

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1. Enter the collection address:

**Postcode:** Type your postcode and select your organisation from the search result.

**Note: in some instances the organisation and address are not found or are incomplete, then please enter manually.**

**Organisation Name:**

**Address 1:**

**Address 2 :**

**City:**

**Contact:** Your full name and cost code

**Telephone:** Your mobile number

5: Select Collection Details

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Complete the below fields:

**Date** - please select the date in which your item will be ready to be collected

**Ready Time** - from what time will the parcel be ready?

**Closing time** - until what time will you be available for a DPD driver to collect this parcel from you?

**Note: DPD need a minimum of a 3 hour window between ready and closing time.**

**Reference** - please use your Name and Cost Code

**Notification Text** - your mobile number

**Notification email** - your email address

**Collection info -** if you have any helpful instructions to assist the DPD driver with finding your location, please add it here.

1. Shipment Declaration:

Please ensure you select **“THE PARCELS TO COLLECT WILL NEED TO BE LABELED BY THE COLLECTING DRIVER”** - as below and select ‘Add Shipment’

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1. Select ‘Deliver Back To My Account Address’

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1. Complete the following fields:

**Total Weight (kg)**

**No of Packages**

**Reference** - enter ‘your name and cost code’

**Notification email** - enter ‘[ITSupply@barnardos.org.uk](mailto:ITSupply@barnardos.org.uk)

Service: **DPD NEXT DAY** is selected.

Extend Liability: is **not** checked.

Select ADD

