

# Instructions for Ordering the Return of Empty Packaging to Schaeffler

# Ordering the Return of Empty Packaging to Schaeffler

Schaeffler has set up a customer service portal for returning reusable packaging, which simplifies ordering the return of empty packaging.

- The time and work outlay for returning empty packaging is significantly reduced
- You will receive confirmation when the forwarding agent has arranged return

➤ You can gain access via our website

[www.schaeffler.de/en](http://www.schaeffler.de/en)

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# Ordering the Return of Empty Packaging to Schaeffler

**Please enter your customer ID.**

This serves as your direct access for ordering the return of empty packaging

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## Return of empty packaging

If an agreed payment for the return of empties exists, please fill in the input form to release the pick up of durable packaging material

### Collect Empties

Please sign in with your customer ID to be redirected to the return of empties form.

Customer ID

**Login**

# Ordering the Return of Empty Packaging to Schaeffler

## 1.

Please complete the specified fields

**Contact:** Please specify the contact details of the person responsible for queries and collection

Enter the **collection address** if this is different from the company address

**Reference number** if you require it for internal use.

**Specify the collection date** when the shipment will be ready for collection.

**Number of packaging units** and **weight in kg** for the forwarding agent

### Return of empty packaging

**Collection**

Customer ID Customer Street Postcode Town Country/Region Identification number	Your data is displayed here
Contact*	<input type="text"/>
Telephone*	<input type="text"/>
e-mail*	<input type="text"/>
Pick up address	<input type="text"/>
Reference Number	<input type="text"/>
Collection date*	<input type="text"/>
Quantity of packages*	<input type="text"/>
Mass in kg*	<input type="text"/>
Remarks	<input type="text"/>
Office hours	<input type="text"/>
Shipment dimensions in cm	
Length*	<input type="text"/>
Width*	<input type="text"/>
Height*	<input type="text"/>

The fields marked (\*) must be completed in all cases.

Send e-mail

# Ordering the Return of Empty Packaging to Schaeffler

## 2.

Please complete the specified fields.

You can add **comments** if you would like to provide the forwarding agent with information or special instructions.

If your **opening times** differ from the usual times (approx. 7:00 am – 6:00 pm), you should specify this here.

**Note:**

The **shipment dimensions** fields are used for planning the transport volume (loading meter ) of the forwarding agent.

Please therefore enter **the required loading space** and not the **dimensions of individual pallets!**

Please ensure that packaging units can be stacked.

### Return of empty packaging

Collection	
Customer ID	Your data is displayed here
Customer	
Street	
Postcode	
Town	
Country/Region	
Identification number	
Contact*	<input type="text"/>
Telephone*	<input type="text"/>
e-mail*	<input type="text"/>
Pick up address	<input type="text"/>
Reference Number	<input type="text"/>
Collection date*	<input type="text"/>
Quantity of packages*	<input type="text"/>
Mass in kg*	<input type="text"/>
Remarks	<input type="text"/>
Office hours	<input type="text"/>
Shipment dimensions in cm	
Length*	<input type="text"/>
Width*	<input type="text"/>
Height*	<input type="text"/>

The fields marked (\*) must be completed in all cases.

[→ Send e-mail](#)

# Ordering the Return of Empty Packaging to Schaeffler

After sending the order you will receive a message on the screen that the empty packaging order has been made.

An identification number is displayed, which is used for collecting the empty packaging.

The forwarding agent who will collect the empty packaging is specified.

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## Return of empty packaging

Thank you for your order.

**Identification number:**

Pickup is managed by following mover:

Empties will be delivered to following depot:

# Ordering the Return of Empty Packaging to Schaeffler

You will also receive an e-mail with the following data as confirmation

Collection of empty packaging for the Schaeffler Group: Identification number: 2013-05-29\_08-20-49\_XXX  
 Date: 29.05.2013 08:51

**Identification number: 2013-05-29\_08-20-49\_XXX**  
**Please always refer to this number if you have any queries.**

**Transport provided by:**

Forwarding agent with contact details

=====

**Collection:**

Customer details

Details from the collection order

=====

**Delivery address:**

Details of the recipient empty packaging depot