



### Learn about the NestléConnect.ca program

The NestléConnect.ca program allows selected vendors to process returns of expired product online. The new approach is more efficient as customers will return product in its original packaging and are no longer required to provide empty wrappers for the exception of Boost. Due to the nature of Boost (being liquid and heavy), the label on the bottle is what is required to submit for credit.

NestléConnect.ca is an online portal which enables a faster turnaround in the return process.

The program includes chocolate, beverage and nutrition products. Ice cream and frozen product are not included in the program.

## Learn about the Portal

1. **How do I access the Portal?**

By typing in: <https://nestleconnect.ca> and proceed with the registration process as a first time user.

2. **Can I proceed without registration?**

No, as this is a new program and everything is done online, Nestlé requires information to better serve you.

3. **How do I register if I have multiple stores?**

Please register each store separately. You may use the same contact name however you need to provide information such as store name and location for each store.

4. **When can I start using the portal?**

Once you have completed registration, the system will generate a username and password which will be emailed to you. Once you have that, you are ready to use the system.

5. **Is my email address important for registration?**

- a. Yes, without an email address you will not be able to register. All transactions and information is communicated via email. After registration, the system generates your username and password which is emailed to you via the information provided during registration.
- b. **IMPORTANT:** It is important to keep your registration confirmation number as this will allow us to track your registration in case you have not received your username and password.

6. **What if I don't receive my username and password?**

You would go back to the portal: <https://nestleconnect.ca> and click on **Contact/Support** (top right corner of the screen) and send us an email. Please make sure to include your **registration confirmation number** and your **contact details** for us to get in touch with you.

## Information about the program

7. **Can I send all Nestlé products?**

- a. **No**, the NestléConnect.ca program includes **chocolate, beverage and nutrition products**.
- b. **Ice cream or frozen products are not included in the program**.

8. **What do I send back to Nestlé?**

The NestléConnect.ca program requires customers to send the full product with original packaging. **Do not remove product from wrapper for the exception of Boost. Due to the heavy content of boost, you are required to send the wrapping of the bottle only.**

9. **Will it cost me more to ship?**

No, Nestlé is providing a prepaid postage label to send back the product. The label will be provided to you at the post office when you drop off your box. (use the instructions provided on the portal through Contact /Support for shipping or detailed instructions is also provided when you are confirming your request)

10. **How do I get a label?**

Give the NestléConnect.ca program number: **PR508895** to the Canada Post clerk and a label will be printed for you. The Canada Post clerk will also ask for your **Return Number** which you received when return request was completed online. Once label printed, you will receive a receipt with a tracking number to track your package.

**1 Label = 1 Box (Labels cannot be photocopied for multiple boxes as Canada Post loses traceability of the package)**

11. **What is the allowable weight by box?**

The Canada Post requirement is 20kg / box anything over will be refused

12. **If I have multiple stores, can I send one request (package) for all stores?**

No, each store request will have to be submitted separately.

13. **How do I address the box?**

The address to identify on your package is as follows: **7289 Torbram Road, Mississauga, ON L4T 1G8**

14. **Can I use one label for all my packages?**

No, each package needs a label

## Tracking your request

15. **Can I track my package online?**

Yes, if you log in to [www.canadapost.ca](http://www.canadapost.ca) and use your tracking number on your shipping label, you will receive live information on the status of the box.

16. **How can I find out about the status of my request?**

You can view the status of your request through the **Transaction History** on the Portal.

**Note:** you will need to log in to **Nestlé Connect.ca** Portal to access **Transaction History**.