

## Get started on the NestléConnect.ca portal

Follow the instructions below to register.

1. Once you have accessed the secure portal <https://nestléconnect.ca> then click on [Register Here](#) to set up your account.

**Note:**

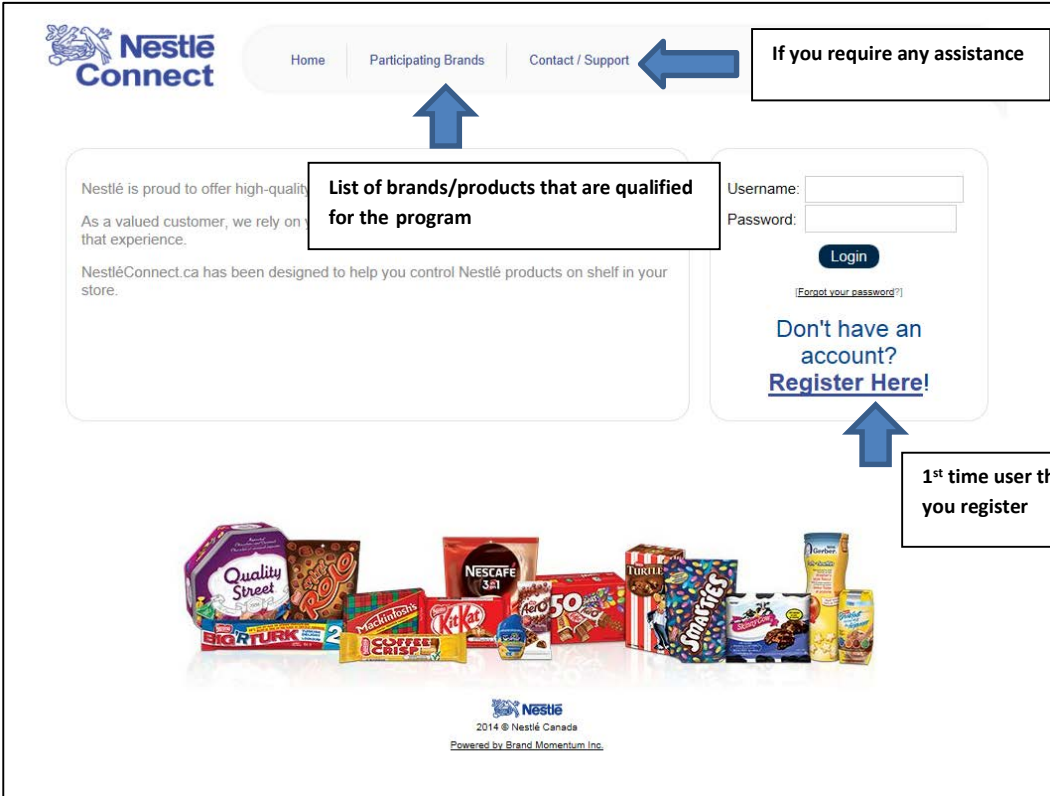
An email address is required for registration.

If you have multiple stores, each store requests has to be submitted separately.

The information provided during registration will be used to:

1. Communicate with you and provide updates on your NestléConnect account.
2. Issue cheques

**Figure 1:** Welcome Page and overview of the portal



The screenshot shows the NestléConnect.ca portal welcome page. At the top left is the Nestlé logo. A navigation bar contains 'Home', 'Participating Brands', and 'Contact / Support'. A blue arrow points from the 'Contact / Support' link to a callout box that says 'If you require any assistance'. Below the navigation bar, there is a large text area on the left and a login/register area on the right. A blue arrow points from the 'Participating Brands' link to a callout box that says 'List of brands/products that are qualified for the program'. The login area includes fields for 'Username:' and 'Password:', a 'Login' button, and a link for '(Forgot your password?)'. Below the login area, there is a link that says 'Don't have an account? Register Here!'. A blue arrow points from this link to a callout box that says '1st time user this is where you register'. At the bottom of the page, there is a row of various Nestlé products including Quality Street, Rolos, M&M's, Nescafé 3in1, Aero 50, Smarties, and others. Below the products is the Nestlé logo and copyright information: '2014 © Nestlé Canada. Powered by Brand Momentum Inc.'

2. Once you click on [Register Here](#) you will land on another screen to proceed with the registration.

**Note:** If you are an existing Nestlé Customer, we may have populated some of your information already. Key in your postal code to determine if we have your information in the system and you will be directed to complete the [REGISTRATION FORM](#).

**Figure 2:** Postal Code Verification

**Nestlé Connect** Home Participating Brands Contact / Support

The Nestlé Connect program allows selected vendors to process returns of expired or damaged product online. Only selected products are qualified for the Nestlé Connect program such as:  
Nestlé Chocolates, Beverage and Nutrition products.

Please note that an email address is required for registration: [Click here for step by step information on how to register](#)  
[Click here for more information on the program.](#)

As a Nestlé Customer, your store details may already exist on the system; let's do a quick verification by using your business postal code.  
Please enter the **POSTAL CODE** of your store below:

Postal Code:

[Search for my store](#)

**Type in your business postal code if you are an existing Nestlé customer**

Quality Street, KitKat, Nescafé, Smarties, and other Nestlé products.

3. If your Postal Code was **not** recognized by the system, you can proceed with the registration by clicking on the [REGISTRATION FORM](#) link.

**Figure 3:** Registration Form

**Nestlé Connect** Home Participating Brands Contact / Support

The system could not find a match, let's proceed with the [REGISTRATION FORM](#)

**Click here to register**

4. [REGISTRATION FORM](#) will be displayed

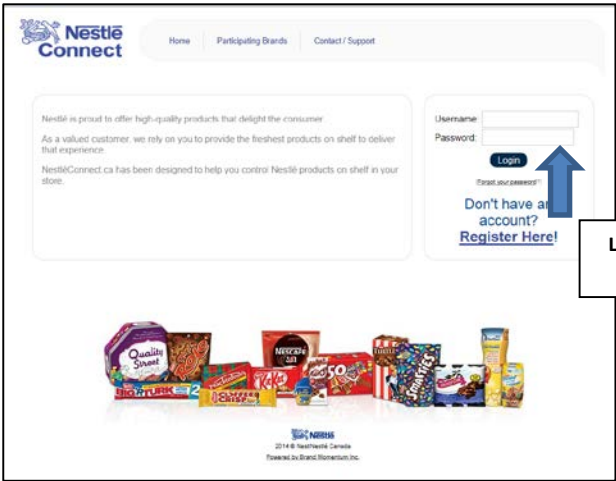
**Note:** an email address is required for you to complete a registration.

**Figure 4:** [REGISTRATION FORM](#)

The screenshot shows the Nestlé Connect website's registration form. At the top left is the Nestlé Connect logo. To its right are navigation links for 'Home' and 'Contact / Support'. The main heading is 'Registration Form'. Below this, a message says 'Let's get started!' and 'Please enter the following information so that we can create an account for your business.' The form is divided into two main sections: 'Business Information' and 'Mailing Address'. The 'Business Information' section includes fields for: 'Your First Name', 'Your Last Name', 'Your Primary Email Address' (with a note: 'This is the address we will send your username and password to'), 'Public/Display Name of your Store', 'Official/Registered Name of your Store' (with a note: 'Cheques will be issued to the name provided in this field'), 'Store Identification Number', 'Store Address', 'Suite/Unit/Facility Number', 'City', 'Province/State' (dropdown), 'Postal/Zip Code', 'Main Phone Number (digits only please)', 'Phone Extension', 'Main Fax Number (digits only please)', 'Business Type' (dropdown), and 'Principle Distribution Source (where you mostly purchase Nestlé products)' (dropdown). The 'Mailing Address' section includes fields for: 'Mailing Address', 'Mailing Suite/Unit/Facility Number', 'Mailing City', 'Mailing Province/State' (dropdown), and 'Mailing Postal/Zip Code'. A note above the mailing address fields says 'Mailing Address (leave these blank if same as above)'.

5. Once you have completed registration, you will receive an email outlining your user name and password within 2 days.
6. Once you have your user name and password you can log into the portal and submit your **damaged/expired return request** for: **Chocolates, Beverage, Nutrition and Coffee.**

**Figure 5:** Use your user name and password to access the portal



Log in location