



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

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

The program includes chocolate, beverage and Infant 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 only authorized **chocolate, beverage and Infant Nestle products**.
- b. **Ice cream or frozen products and water 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 and its original packaging. With the exception of Boost Liquid are required to be sent empty or individual wrapper 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. **What are the terms and conditions associated with the program?**

* Transaction ID#=1 Box= up to 20KG maximum weight - Additional charges may apply if additional boxes are received.

* Nestlé does not accept return of full bottles of BOOST. To be considered for reimbursement for ANY BOOST product we require ONLY the label of the individual unit, which contains the UPC code. Be sure that the label includes the UPC code clearly. The return of full bottles may result in a reduction of your payment.

* Refund includes a \$10 administration fee.

* Credits must be at least \$35 to be processed.

* All product claims will be verified upon receipt. Once your claim has been approved.

Please allow 4 – 6 weeks for receipt of cheque.

11. 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 system provided 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)

12. What is the allowable weight by box?

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

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

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

14. How do I address the box?

The address to identify on your package is as follows: **7111 Tranmere Drive Unit 6 | Mississauga, ON L5S 1M2**

15. Can I use one label for all my packages?

No, each transaction is required to be shipped in separate box with a separate shipping label

16. Can I choose my payment reimbursement method?

Yes, you now have the **choice** to be paid by Cheque or Direct Deposit directly into your bank account. For further details on how to switch your payment method from Cheque to Direct Deposit Contact us support@nestleconnect.ca

Tracking your request

17. Can I track my package online?

Yes, if you log in to www.canadapost.ca and use your tracking number on your shipping label, you will receive live information on the status of the box.

18. 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**.

How to change payment type?

To change payment type from cheque to EFT or from EFT to cheque, select My Account

The screenshot shows the Nestlé Connect portal interface. At the top left is the Nestlé Connect logo. A navigation bar contains links for Home, Transaction History, Participating Brands, and Contact / Support. Below the navigation bar, a status bar indicates the user is logged in as BRAND MOMENTUM. The main content area displays a welcome message for SYSTEM ADMIN and a link to My Account, which is highlighted with a red box and an arrow. A red message box below the welcome message states: "There are uncommitted returns entered earlier. Kindly click on the Uncommitted Sessions link to the right to review and action these entries." To the right, a Links section lists Transaction History, Nestlé Connect News, and Uncommitted Sessions (1). Below the links, a section titled "You have questions?" provides links for Program Questions and Answers, Registration Process, and Canada Post shipping information. At the bottom of the main content area, there is a search field for UPC codes and a button labeled "Search by part of Product name or Full UPC Number".

Under preferred payment details, select Change Payment Type

My Account

Store Name:	BRAND MOMENTUM
Contact Name:	SYSTEM ADMIN
Address	2595 SKYMARK AVE, 205, MISSISSAUGA, ON L4W 4L5
Phone	519-7164369
Email	p*****S@PAYGOS.CA

Preferred Payment Details

Payment Type:	EFT/TEF Change Payment Type
Bank Number / Name:	CANADIAN IMPERIAL BANK OF COMMERCE # 010
Transit Number:	01234
Account Number:	123456789

Enter security code (which will be e-mailed to you)

My Account

Store Name: 1ST ST COCHRANE
Contact Name: FRANKIE KOK
Address 305-1ST STREET WEST, COCHRANE, AB T4C 1X8
Phone 403-9323444
Email 7*****L@REXALL.CA

Change Payment Type

Select New Payment Type:

A security code has been sent to your email. Pls check your email (inbox/spam/junk) and enter the code below. You have [3] attempts to enter correct code, or your session will end.

Security Code:

Enter your payee details for EFT and click continue to upload a void cheque image:

My Account

Store Name: 1ST ST COCHRANE
Contact Name: FRANKIE KOK
Address 305-1ST STREET WEST, COCHRANE, AB T4C 1X8
Phone 403-9323444
Email 7*****L@REXALL.CA

Change Payment Type

New Payment Type: EFT/Electronic Transfer

Payee Name:
Bank Number / Name:
Transit Number:
Account Number:

 On next page, you will be asked to upload a void cheque as support for this payment type.

Once void cheque image has been uploaded, it will be under review

My Account

Store Name: 1ST ST COCHRANE
Contact Name: FRANKIE KOK
Address: 305-1ST STREET WEST, COCHRANE, AB T4C 1X8
Phone: 403-9323444
Email: 7*****L@REXALL.CA

Preferred Payment Details

Payment Type: Cheque/Chèque
Official Name: REXALL PHARMACY GROUP LTD
Mailing Address: 2300 MEADOWVALE BLVD, MISSISSAUGA, ON L5N 5P9

Submitted Requests History

Payment Type	Request Date	Request Details	Status	Updated On	Reviewer Notes	
EFT/TEF	2024-09-24 12:12	Payee Name: 1ST ST COCHRANE Bank Number / Name: BANK OF MONTREAL - # 001 Transit Number: 12345 Account Number: 123456789 Click to View Uploaded File	Under Review	2024-09-24 12:12	New Request	Cancel

Once it has been approved, the status will change to Approved and payment type will be set to EFT

Preferred Payment Details

Payment Type: EFT/TEF [Change Payment Type](#)
Bank Number / Name: BANK OF MONTREAL # 001
Transit Number: 12345
Account Number: 123456789

Submitted Requests History

Payment Type	Request Date	Request Details	Status	Updated On	Reviewer Notes	
EFT/TEF	2024-09-24 12:12	Payee Name: 1ST ST COCHRANE Bank Number / Name: BANK OF MONTREAL - # 001 Transit Number: 12345 Account Number: 123456789 Click to View Uploaded File	Approved	2024-09-24 12:15	approved	-