



# How to book an E-return

***Loomis Express***

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E: [www.loomisexpress.com](http://www.loomisexpress.com)

P: 1-855-256-6647

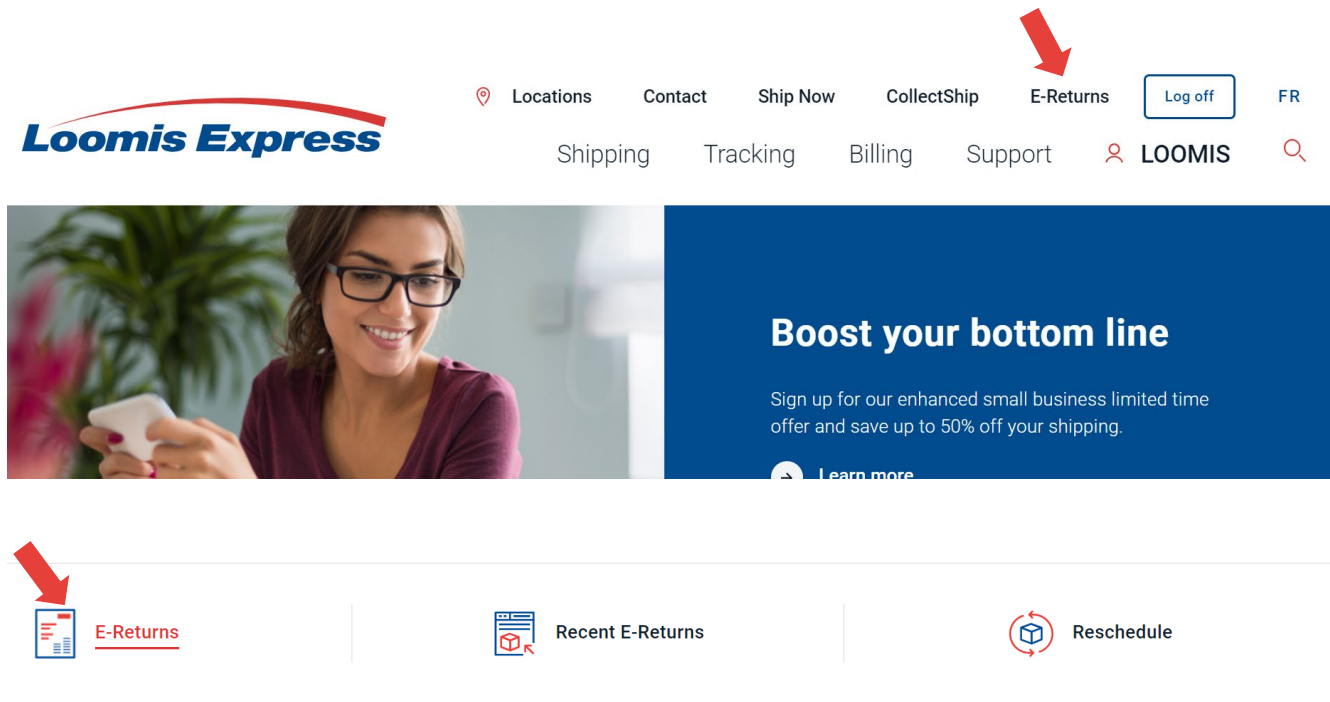
Loomis Express

201 Westcreek Blvd, Brampton, ON

1-855-256-6647

## E-RETURNS

To initiate the return, click **E-return** from the top menu bar of Loomis Home Page.



The screenshot shows the Loomis Express website interface. At the top, the Loomis Express logo is on the left, and a navigation menu is on the right. The navigation menu includes: Locations, Contact, Ship Now, CollectShip, E>Returns (highlighted with a red arrow), Log off, and FR. Below the navigation menu is a secondary menu with: Shipping, Tracking, Billing, Support, LOOMIS (with a user icon), and a search icon. Below the navigation is a banner for 'Boost your bottom line' with a 'Learn more' button. At the bottom of the page, there are three main menu items: E>Returns (highlighted with a red arrow), Recent E>Returns, and Reschedule.

Once logged into E>Returns portal, there are 3 options listed at top header of the request page.

- **E>Returns** allows you to book an e-return.
- **Recent E>Returns** shows all current and previous E-RETURNS requests made on Loomis account's web portal.
- **Reschedule**: allows the user to reschedule another pickup using the initial pickup tag number to enter for the new request. It will then generate a NEW pickup tag number to be referenced for the resubmitted request to same destination. This is useful for a failed pickup attempt on initial request.

### Book an E-Return

**Requestor**: the left side of the page shows where the person booking the E-Return enters their Name + Email + Return Authorization number or reference.

Receiving returned goods from your customer doesn't have to be a hassle with our easy and convenient Loomis Express e>Returns.

#### Requestor

\* First Name

\* Last Name

\* Email Address

\* Return Authorization #

**Delivery Location:** This space is where the destination address information is entered. You can also enter the Address ID and click **Retrieve** to auto-populate the details.

#### Delivery Location

Address ID  [Retrieve](#)

\* Company Name

\* First Name

\* Last Name

\* Address 1

\* Address 2

\* Country

\* Postal/Zip Code

\* City

\* Province/State

Phone Number

Instructions

**Pickup Location:** Enter the address where the returned shipment will be picked up. You can also click the **Address Book** button if you have the return address saved into your Address Book or enter the Address ID and click **Retrieve** to auto-populate the details.

#### Pickup Location

[Address Book](#)

Address ID  [Retrieve](#)

\* Company Name

\* First Name

\* Last Name

\* Address 1

Address 2

\* Country

\* Postal/Zip Code

\* City

\* Province/State

Phone Number

Instructions

Shipper's Email

Pickup Location

Specify

**Package Information:** Enter shipment Service selection and all package details for the items to be picked up.

**Shipment Date:** Only business days can be selected except on holidays and driver pickup action occurs on the next business date.

**Review and Confirm:** at bottom right side of the E>Returns page allows the User to review and affirm all entered details for the pickup request. Corrections and changes can be made at this point prior to selecting the **Submit** button on last page of the E>Returns request.

### Package Information

Unit of Measure  
Imperial

Weight	Length	Width	Height	Envelope	Special Handling
1 0	0	0	0	<input type="checkbox"/>	<input type="checkbox"/>

### Service Selection

\* Loomis Product  
LOOMIS GROUND

Fragile       Dangerous Goods      DG Class  
 Saturday Service       Residential Delivery

### Shipment Date

2023-07-31

**REVIEW & CONFIRM**

## E>Returns

[E>Returns](#) [Reschedule](#) [Recent E>Returns](#)

Dear MITCH MARCIL,

Your e-returns request has been successfully sent.

Please retain your return authorization number as it will enable you to track your shipment on our web site.

Thank you for using Loomis Express e-returns service.

- [Book another E-Return](#)
- [View recent E>Returns](#)
- [Ship Now](#)

## Recent Re-schedule



E>Returns



Recent E>Returns



Reschedule

This screen allows you to view all the recent E>Returns. Click on the Waybill number for full details.

### Recent E>Returns

Showing 1-2 of 2

<u>Waybill Number</u>	<u>Return Authorization #</u>	<u>Number of Pieces</u>	<u>Pickup Date</u>	<u>Pickup Company</u>	<u>Pickup Person</u>
<a href="#">RET958051001</a>	165494	1	2023-03-22	HOME	
<a href="#">RET866722001</a>	179249	1	2022-09-20	HOME	

If you want to reschedule the e-return pickup, click on **Reschedule**.

### Ereturn Details

Loomis Express e-Return is the easy way and convenient way to receive returned goods from your customer.

REQUESTOR		DELIVERY LOCATION	
Contact Name	LOOMIS EXPRESS	Company Name	CANPAR COURIER
Email Address		Contact Name	
		Address	
		Phone Number	
		Instructions	
SHIPMENT INFORMATION		PICKUP LOCATION	
Waybill Number	RET	Company Name	HOME
Return Authorization #	165494	Contact Name	
Number of Pieces	1	Address	
Total Weight	0.9 lbs	Phone Number	
Shipment Date	2023-03-22	Shipper's Email	
		Instructions	PICKUP (OFFICE)
SERVICE SELECTION			
Loomis Product	DD		

Back Reschedule



## Reschedule

[E>Returns](#)[Recent E>Returns](#)[Reschedule](#)

Enter the waybill number in the search bar and click **Search**.

### Reschedule

To reschedule an e-Return, enter the waybill number of the e-Return below.



Change the Shipment Date by clicking on the Date and click **Submit**.

### Reschedule

To reschedule an e-Return, enter the waybill number of the e-Return below.

#### Pickup Location

Company Name	HOME
Address	
Contact Name	
Phone Number	
Email Address	

#### Shipment Information


Return Authorization #	165494
Total Weight	0.9 lbs
Number of Pieces	1

#### Reschedule a pickup

\* Shipment Date



## CONTACT US

<b>Website</b>	<a href="https://www.loomis-express.com/loomship/en">https://www.loomis-express.com/loomship/en</a> <i>Key on-line tool for tracking your parcel (Live Chat), creating a shipment, learning more about our services and products, ordering supplies and other useful tools such as calculating a shipment rate or your volumetric weight, and printing a waybill using our WebShip.</i>
<b>Customer Service</b>	Phone: 1-855-2-LOOMIS, that is 1-855-256-6647 Live Chat: Use the Live Chat button on the bottom right-hand side on the Loomis Home page <i>General inquiries, track &amp; trace, rate inquiries</i> 
<b>Technical Support</b>	Phone: 1-877-549-3638 Email: <a href="mailto:servicedesk@loomis-express.com">servicedesk@loomis-express.com</a> <i>Key contact for all your technical support for our WebShip, Laser System, and API applications.</i>
<b>Accounting</b>	Phone: 1-866-662-0021 Email: <a href="mailto:customer.care@loomis-express.com">customer.care@loomis-express.com</a> <i>Key contact for Invoice inquiries, disputes, payment options</i>
<b>Claims</b>	Email: <a href="mailto:claims@loomis-express.com">claims@loomis-express.com</a> <i>To submit a claim for a lost or damaged parcel, please email your claim form, cost invoice, waybill or manifest.</i>

The Loomis Express logo is centered on the page, featuring a red curved line above the text "Loomis Express" in a bold, blue, sans-serif font.

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