

Guide to booking Tracked Return via Royal Mail

This guide will assist you in booking your Tracked Returns through the Royal Mail platform.

To start, please visit <https://www.royalmail.com/track-my-return>

You will arrive at the tracked returns dashboard screen.

You are now ready to create your booking.

Please note: This portal is designed for retail returns, the dimensions and advice will be different to the Medical tracked system you will be using. We will advise you in this guide when the information is different.

The screenshot shows the Royal Mail website's 'Return your item' dashboard. At the top, there is a red navigation bar with the Royal Mail logo and links for 'Track your item', 'Find a postcode', 'Get a price', 'Redelivery', and 'Pay a fee'. Below this is a search bar and a secondary navigation bar with links for 'Sending mail', 'Track and manage', 'Shop', and 'Help & support'. The main content area features a large heading 'Return your item' and a background image of a woman in a red shirt. The text below the heading reads: 'In just a few steps you can easily process your item to return. Then simply print your label with our label printing service or at home. Finally, drop your item at your local Customer Service Point or Post Office® branch. Your item will be fully tracked on its way back to the retailer.' Below this is a three-step process diagram: 1. 'Pick your retailer from our list.' (with an icon of two shopping bags), 2. 'Easily create and print your returns label.' (with an icon of a label and a box), and 3. 'Take your item to a Royal Mail Customer Service Point or Post Office branch.' (with an icon of a box and a 'POST OFFICE' sign). To the right of the diagram, there is a note: 'You can now print your parcel return label at a Post Office or Customer Service Point' and a link: 'Print, drop and go with Labels to Go'. At the bottom right, there is a small note: 'No printer. No problem'.

Type your chosen SYNLAB VPG site into the retailer box or pick it from the alphabetical list below that

Once complete, click 'Go'.

royalmail.com/track-my-return/pick-a-retailer

No printer. No problem

Pick your retailer from our list. Easily create and print your returns label. Take your item to a Royal Mail Customer Service Point or Post Office branch.

Print, drop and go with Labels to Go

Fast and easy parcel drop off at your local postbox
Find your nearest parcel postbox

1 Pick your retailer
Search by name, letter, or browse most popular.

SYNLAB VPG Leeds x Go

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z
0 1 2 3 4 5 6 7 8 9

Most popular retailers

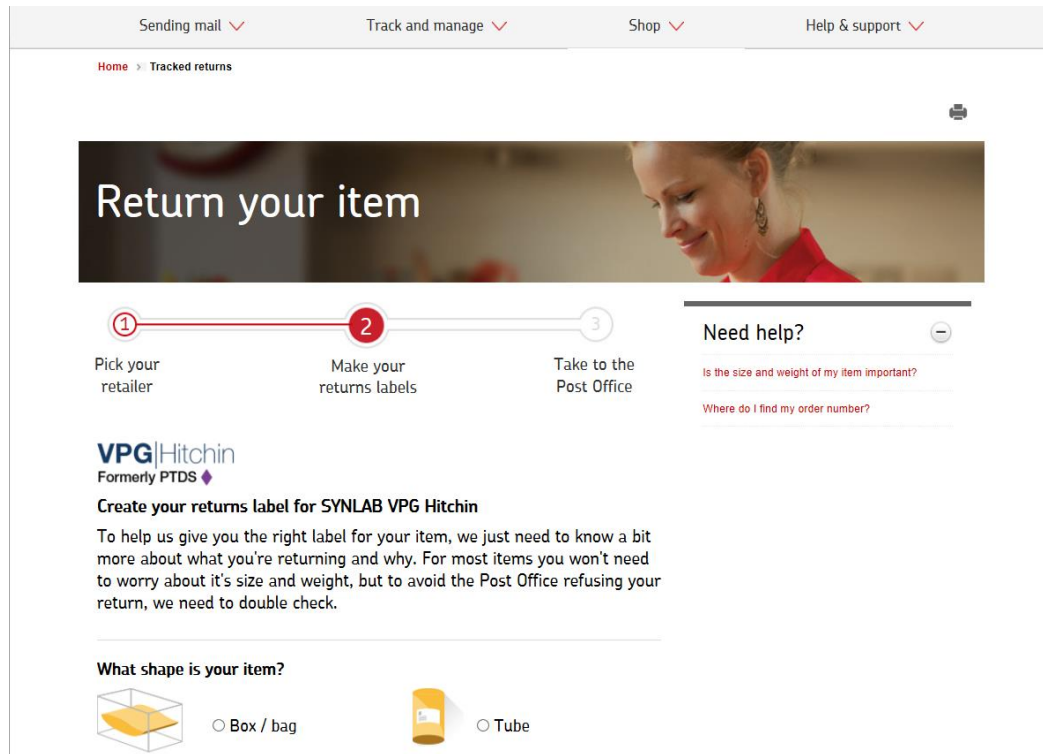
AllSaints	LoveClothing	TFNC London
ASOS	Marks and Spencer	TJ Hughes
Clarks	Mint Velvet	Video/Cine2DVDtransfers.co.uk
Dune Website Returns	missbardo.com	Walktall
Finery London	Monsoon Accessorize	WATCHSHOP
GadgetReclaim	Myprotein.com	We're Partying Now Ltd
Glasses Direct	Surfdome	Woodhouse Clothing
Joe Browns Ltd		

Need help?

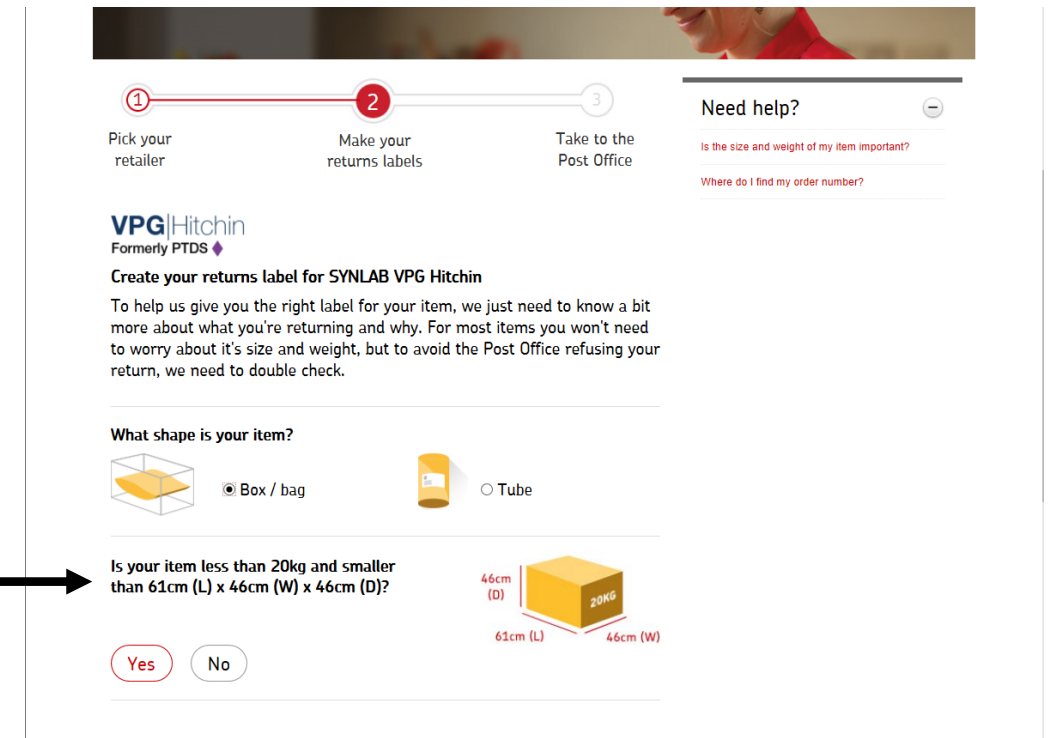
[How should I attach my label?](#)

[We can print your returns label - how it works](#)

This will then take you to the page to create your label.



Click the Box/bag option and select Yes to the dimensions (Please note, your package needs to be within the Medical samples dimensions, not the dimensions on the website) We have other options available for packages that have bigger dimensions, please call us to discuss.



The dimensions for Medical samples are: 300mm x 200mm x 30mm and weigh less than 1kg, not the dimensions listed here

*Practice code

VPG|Ringwood
Formerly TDDS

Your details

*Your title

*Your first name

*Your last name

*Your email

*Confirm your email

House number or name

*Postcode [Find address](#)

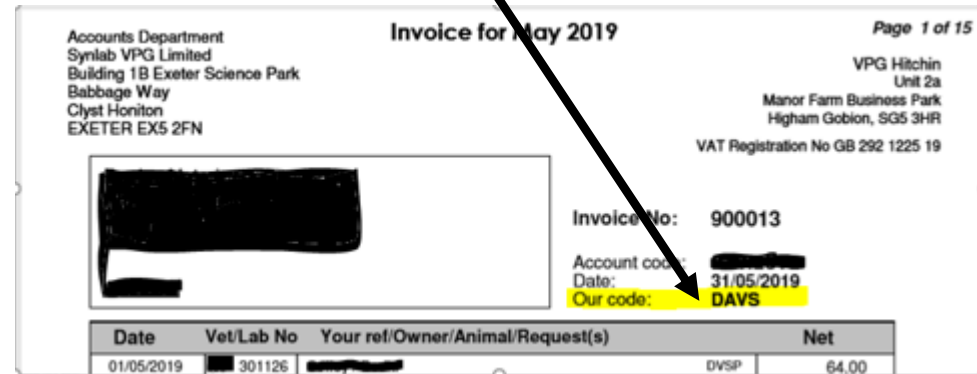
[Enter your address manually](#)

We only ask for your details in case we can't get your item back to your retailer. We promise not to use them for anything else. By clicking Create your label, you are confirming that you're not intending to send any restricted or prohibited goods in the post. Find out what we class as [restricted](#) and [prohibited](#).

Create your label for SYNLAB VPG Ringwood



The next section is where you put in your details. Please complete all mandatory fields including your practice code. This can be found on your monthly invoices and is usually a 4 digit code (e.g. THEV)



Alternatively, you can call us for your practice code.

PLEASE NOTE THAT PRACTICE CODES MAY DIFFER DEPENDING ON THE VPG SITE YOU ARE SENDING TO

Once this is complete click 'Make your label'



Print your label for SYNLAB VPG Ringwood

Now you can either:

- Download your returns label below and print it at home. We've emailed it to you too. If you don't receive a notification in your inbox please check your junk folder.

- Or we can print the label for you. Take the email and your packaged item to a Post Office® branch or Royal Mail Customer Service Point (CSP). We'll then scan the QR code and print the label for you. If you choose a CSP, check before you go that it can print labels. Check our [location finder](#) and look for 'Label printing service is available' under 'facilities'.

[Download](#)

[Download Acrobat Reader](#)

Next, apply the returns label to the largest side of your item. Please make sure you don't place any tape over the barcode so it can be easily scanned

Drop your item at a Post Office branch or a Royal Mail Customer Service Point. You'll then receive proof of posting.

Need to find a Post Office near you?

Search using full postcode

Find

Need help?

[How should I attach my label?](#)

[We can print your returns label - how it works](#)

You can now print your parcel return label at a Post Office or Customer Service Point

No printer. No problem



Print, drop and go with Labels to Go



You will now see this page where you can download and print your label. It will also be emailed to you.

Apply the label to the outside of the package and send it to us via a Royal Mail post box.

Alternatively, you can use a 'Labels to go' service at a Royal Mail Delivery Office who will print your label for you.

Although this page states you can send via a post office, **Medical samples cannot be sent via a Post Office, please use a post box or Service Centre.**

Make sure you keep a note of the reference number, you will need this to track your item.

Don't forget to add your UN3373 label to the package.

Please contact the lab if you have any issues using the system, or you require anything else including consumables.

Your laboratory sites are:

Synlab VPG – Leeds

Tel: 0113 287 0175

E: vpg.leeds@synlab.co.uk

Synlab VPG - Hitchin

Tel: 01582 881368

E: vpg.hitchin@synlab.co.uk

Synlab VPG – Exeter

Tel: 01392 247914

E: vpg.exeter@synlab.co.uk

Synlab VPG - Ringwood

Tel: 01425 461466

E: vpg.ringwood@synlab.co.uk

Synlab VPG - Bristol

Tel: 0117 951 1283

E: vpg.histology@synlab.co.uk