

Field Service Return Shipping Methods -- US Techs Only

NOTE: at this time this process is only supported in the US.

This process is completed by Field Service Technicians and Service Partners using UPS Complete View Returns.

This article reviews the steps to create return UPS shipping labels to ship parts back to Daktronics.

Before Creating UPS Return Shipping Labels:

- Make sure that [all parts being returned are transacted](#) in GoServicePro
- Fill out a [Toe Tag](#) and attach it to the part
- Package the part(s) to protect them from shipping/handling damage
 - Re-use existing packaging if available
 - If existing packaging is not available, refer to [this document](#) for best practices for packaging control equipment.
 - If you do not have packaging materials, use the [Daktronics UPS Returns Program negotiated with UPS Stores](#) to purchase and pack the parts for shipment

UPS Return Shipping Labels

Exchange parts

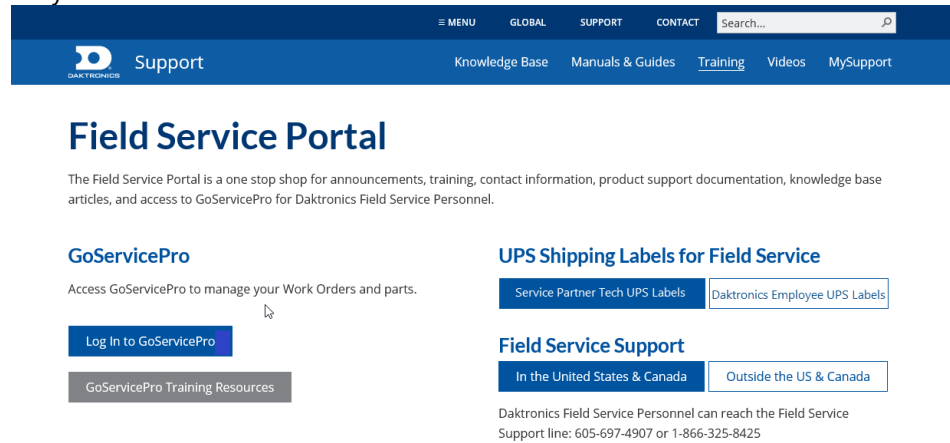
If this is an ["Exchange"](#) part, use the shipping label and packaging provided with the original exchange part

Creating a label using UPS Complete View Returns

Link for "[UPS RETURNS PROGRAM FOR U.S. FIELD SERVICE TECHNICIANS](#)" Daktronics Learning Center course

1. *****Effective Aug 12, 2020***** Log into OKTA, there are a couple of options for logging into OKTA:
 1. From your computer:

1. From the [Field Service Portal](#), under UPS Shipping Labels for Field Service, click on the link for your role



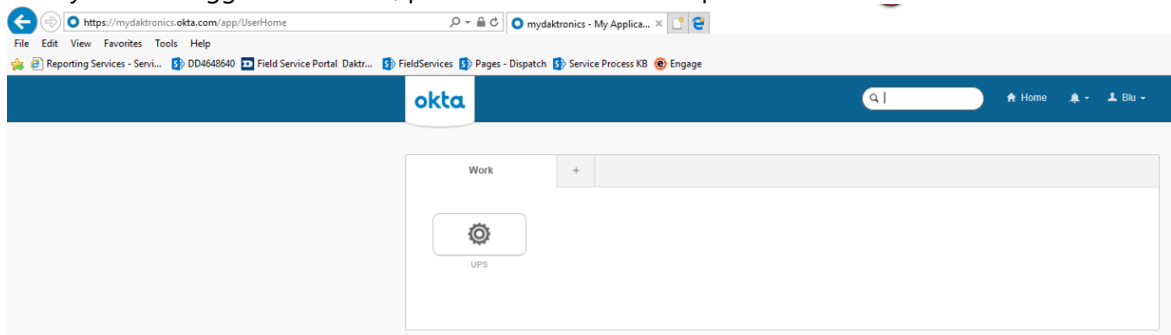
2. From your browser:

1. Service Partners, use <https://mydaktronics.okta.com>
2. Daktronics Employees, use <https://daktronics.okta.com>

2. On your mobile device:

1. Install OKTA Mobile app
 1. For the Site Name:
 1. Service Partners: mydaktronics.okta.com
 2. Daktronics Employees: daktronics.okta.com
 2. Username is your OKTA username (your email)
 3. Password is your OKTA password

2. After you have logged into OKTA, pick the tile for UPS Complete View Returns:



3. **Ship From** is the techs dispatchable location in GoServicePro
 - **E-mail Address** Change the e-mail address if the shipping label needs to be e-mailed to someone else. Your other option is to forward the e-mail from your own e-mail account.
4. **Ship To** Auto populated with ship to Daktronics Corporate in Sioux Falls, SD.
5. **Shipment**
 - **UPS Service** Will default to the least expensive shipping service. Example, techs located in the USA will default to "UPS Ground". If requested by the market, or if it is equipment that requires air freight (example a [computer or video processor](#)), the tech should select "UPS 2nd Day Air".
 - **Label Delivery Method** Is how the tech will get the shipping label to put on their package.
 - **View, Print, and E-mail** is the default. this option will prompt the user to print the label. It will also send an e-mail with a link to pull up the label and print it later. Labels can only be used once. **DO NOT PRINT THE SAME LABEL AND PUT IT ON MORE THAN ONE PACKAGE**
 - **UPS Direct to Mobile Email** will not allow the tech to print the label, it will send an e-mail with a barcode that can only be scanned by a UPS Store. The UPS Store will print the label and apply it to the package for a fee.
6. **Package 1**
 - **Weight** This is a required field.

- If you received a similar package, use the weight from that package.
 - If you have a scale, weight the package
 - If you do not have a similar package to compare to, or a scale, estimate the weight
 - **Case Number** This is a required field, enter the Daktronics Work Order number that you completed service on transacted the part on. If you are returning parts from "Truck Stock", put Truck Stock into the Case Number field and put the FA# into the Part Return Number field.
 - **Part Return Number** This is a required field, enter the Part Return Number(s) created when the [part was transacted](#) in GoServicePro. If more than one part from the same case reference as many of the FA/PR #s that will fit on the line. If you have not transacted the part, **STOP**, go back into GoServicePro and transact the part. If you cannot transact the part, or if you have questions, Call Dispatch using the Field Service Support line at 605-697-4907, option 2
7. Click Process Shipment

Shipping Information.		
Ship From	Ship To	Shipment
Company Name ♦ Alan Bowman Attention Alan Bowman Address ♦ 5501 MERCHANTS VIEW SQUARE City ♦ HAYMARKET State VA Postal Code ♦ 20169 Country or Territory United States ▼ Phone Number E-Mail Address Sample.Email@company.com	Address Book ♦ Daktronics Corporate ▼ Company Name Daktronics Corporate (Sioux Falls) Attention Receiving Address Line 1 600 E 54TH ST N. City Sioux Falls State SD Postal Code 57104 Country or Territory United States ▼ Phone Number 605-275-1040	UPS Service UPS® Ground ▼ Label Delivery Method View, Print, and E-Mail ▼ <hr/> Package 1 Weight ♦ Case Number ♦ Part Return Number ♦
<div style="display: flex; justify-content: space-between;"> Process Shipment Clear </div>		

8. The label will pop-up, select "[Return to Shipping Page](#)" link to create another shipment

The UPS Store Returns Program

If unable to use the UPS Complete View Returns above, Daktronics does have a program with [UPS Stores to return packages](#). This is only available in the USA. This program may be used if requested to ship a part using a Service level not available to the tech in UPS Complete View Returns. This program can also be used if requested to ship to a different address than the Ship to options available for the technician.