

# Field Service Return Shipping Methods for US based Technicians

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

This process is completed by Field Service Technicians and Service Partners using <https://row.ups.com/Membership/Login/Login>.

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

## Before Creating 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 you do not have existing packaging, refer to this [Hub](#) for proper packaging materials and methods
  - If the hub advises generally available packaging materials and you do not have those materials, reference this document to use the [Daktronics UPS Returns Program negotiated with UPS Stores](#)

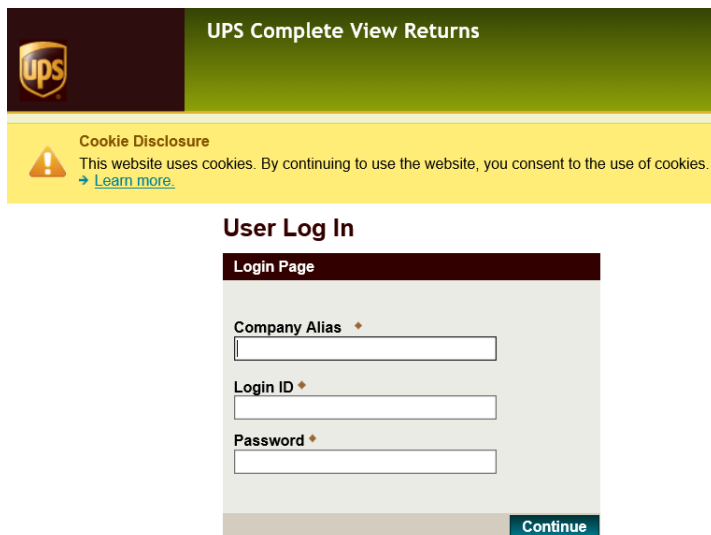
## Return Shipping Labels

### 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

1. Log into Complete View Returns: <https://row.ups.com/Membership/Login/Login>



UPS Complete View Returns

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User Log In

Login Page

Company Alias ▾

Login ID ▾

Password ▾

Continue

- Company/Alias: *Daktronics*
- Login ID: *(use GoServicePro Username)*
- Password: *(Provided by Daktronics)*

2. **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.
3. **Ship To** This is a Read Only Section. To ship to another address, use the [Daktronics UPS returns process](#)
4. **Shipment**
  - **UPS Service** Use the default of UPS Ground for all part returns except for the following:
    - If requested by the market (if Overnight is required use the [Daktronics UPS returns process](#))
    - If Control Equipment change to UPS 2nd Day Air (example a computer or video processor)
  - **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.
5. **Package 1**
  - **Weight** This is a required field.
    - If you have a scale, weight the package
    - If you received a similar package, use the weight from that 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 that parts were transacted on. If sending parts back from Truck stock enter "Truck Stock"
  - **Part Return Number** This is a required field, enter the Part Return Number created when the [part was transacted](#) in GoServicePro including for any truck stock returns. If you have not transacted the part, **STOP**, go back into GoServicePro and transact the part. All parts being returned to Daktronics must be transacted within GoServicePro prior to sending back to corporate. 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
6. **Click Process Shipment**

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

7. The label will pop-up, select "[Return to Shipping Page](#)" link to create another shipment
8. Follow instructions on how to proceed with boxing and shipping parts back.

Reminder: All parts must be returned to corporate within 3 days of transacting the part in GoServicePro.

## The UPS Store Returns Program

If unable to use the 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 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.

DD4167681 Last modified 4/30/2019