

DSI Returns Shipment Portal Instructions

1. Open the www.Datasci.com Website and choose Returning Products, Europe, or use this link:

<https://www.datasci.com/policies/returning-products/returning-products-from-europe> click on the “Click here for UPS Returns”

Note: If unable to open the site in Internet Explorer, please try Google Chrome.

DSITM
a division of
Harvard Bioscience, Inc.

Please note that prior to processing your exchanges, DSI requires the following items:

1. A completed Exchange form.
2. A formal paper copy of the completed purchase order. (Please see your Purchasing department.)
3. Implants being returned.

All must be included in the return shipment. Any items missing may result in a delay of your implant exchange return shipment.
Need Help? See our instructions for completing the DSI Exchange Form and preparing your implants for shipment.
[DSI Exchange Form](#)
[Special Shipping Instructions \(non US and European Countries\)](#)
[Foreign Shipper Declaration](#)

Contact DSI Shipping Support via email:
[Click Here to Request Support via email.](#)

Shipping Information.

Ship From	Shipment
Company or Organization ♦ <input type="text"/>	UPS Service International Please Select ▼
Contact ♦ <input type="text"/>	<input checked="" type="checkbox"/> Create Invoice
Address Line 1 ♦ <input type="text"/>	Product Description ♦ Exchange ▼
Address Line 2 <input type="text"/>	Customer Number ♦ <input type="text"/>
Address Line 3 <input type="text"/>	Number Of Packages 1 <input type="text"/>
City ♦ <input type="text"/>	
State or Province - Please Select - ▼	
Postal Code <input type="text"/>	
Country or Territory France ▼	
Phone Number ♦ <input type="text"/>	
E-Mail Address ♦ <input type="text"/>	

Process ShipmentClear

2. Enter the Company, Contact and Lab address into the Ship From information fields. The diamond fields are required fields.

- Please note: For all countries in Europe, the Postal Code and Country are required in order to select a Shipment Service.



The requested service is unavailable between the selected locations.

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Shipping Information.	
Ship From	Shipment
Company or Organization ♦ Your Company	UPS Service International Please Select ▼
Contact ♦ Your Name	Label Delivery Method View, Print, and E-Mail ▼
Address Line 1 ♦ Your Address	<input checked="" type="checkbox"/> Create Invoice
Address Line 2	Product Description ♦ Exchange ▼
Address Line 3	Customer Number ♦ <input type="text"/>
City ♦ Your City	Number Of Packages 1
State or Province - Please Select - ▼	
Postal Code Your Post	
Country or Territory France ▼	
Phone Number ♦ Your Tele Nbr	
E-Mail Address ♦ europe-cservice@datasci.com	
Process Shipment	Clear

3. Under the Shipment section, choose the UPS Service of UPS Worldwide Saver.
4. Under Label Delivery Method, choose the option that works best for your schedule:
 - We offer three methods for processing:
 - i. 1 UPS On-Call Pickup Atpt* = Driver will make 1 attempt to pick up the package with a label and Commercial Invoice. *You will not be able to print a label. The label and documentation will be brought by the UPS Driver.*
 - ii. 3 UPS On-Call Pickup Atpt*= Driver will make 3 attempts to pick up the package with a label and Commercial Invoice. *You will not be able to print a label. The label and documentation will be brought by the UPS Driver.*
 - iii. View, Print and Email = a label and Commercial Invoice will be available to print at the end of the process. You will need to include the package (and documentation) with a daily scheduled UPS pick up at your location, or schedule a pick up using the link provided at the end of this process.
5. Please verify the Create Invoice box is checked. *This is necessary for all International Shipments. Do not uncheck this box.*



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Shipping Information.	
Ship From	Shipment
Company or Organization ♦ Your Company	UPS Service International UPS Worldwide Saver®
Contact ♦ Your Name	Label Delivery Method 1 UPS On-Call Pickup® Atpt
Address Line 1 ♦ Your Address	<input checked="" type="checkbox"/> Create Invoice
Address Line 2	Product Description ♦ Exchange
Address Line 3	Customer Number ♦ 12345678
City ♦ Your City	Number Of Packages 1
State or Province - Please Select -	
Postal Code 12345	
Country or Territory France	
Phone Number ♦ Your Tele Nbr	
E-Mail Address ♦ europe-cservice@datasci.com	
Process Shipment	Clear

6. Under the Product Description choose from the following options:

- Exchange – used for transmitter exchanges or exchange manager.
- Returns Product – used for items shipped in error.
- Repair/Recalibration – used for hardware items to return for calibration or repair.



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Shipping Information.

Ship From

Company or Organization ♦

Your Company

Contact ♦

Your Name

Address Line 1 ♦

Your Address

Address Line 2

Address Line 3

Address Line 3

Address Line 3

City ♦

Your City

State or Province

- Please Select -

Postal Code

12345

Country or Territory

France

Phone Number ♦

Your Tele Nbr

E-Mail Address ♦

europe-cservice@datasci.com

Shipment

UPS Service International

UPS Worldwide Saver®

Label Delivery Method

1 UPS On-Call Pickup® Atpt

Create Invoice

Product Description ♦

Exchange

Customer Number ♦

12345678

Number Of Packages

1

Process Shipment

Clear

7. Enter the Customer Number of the lab. If you do not know your customer number, please email cservice@datasci.com.



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Shipping Information.

Ship From	Shipment
Company or Organization ♦ Your Company	UPS Service International UPS Worldwide Saver®
Contact ♦ Your Name	Label Delivery Method 1 UPS On-Call Pickup® Atpt
Address Line 1 ♦ Your Address	<input checked="" type="checkbox"/> Create Invoice
Address Line 2	Product Description ♦ Exchange
Address Line 3	Customer Number ♦ 12345678
City ♦ Your City	Number Of Packages 1
State or Province - Please Select -	
Postal Code 12345	
Country or Territory France	
Phone Number ♦ Your Tele Nbr	
E-Mail Address ♦ europe-cservice@datasci.com	

Process Shipment

Clear

8. Enter the number of packages (boxes) being returned to DSI.



The requested service is unavailable between the selected locations.

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Shipping Information.

Ship From

Company or Organization ♦

Your Company

Contact ♦

Your Name

Address Line 1 ♦

Your Address

Address Line 2

Address Line 3

Address Line 3

Address Line 3

City ♦

Your City

State or Province

- Please Select -

Postal Code

12345

Country or Territory

France

Phone Number ♦

Your Tele Nbr

E-Mail Address ♦

europe-cservice@datasci.com

Shipment

UPS Service International

UPS Worldwide Saver®

Label Delivery Method

1 UPS On-Call Pickup® Atpt

Create Invoice

Product Description ♦

Exchange

Customer Number ♦

12345678

Number Of Packages

1

Process Shipment

Clear

9. Once all the fields have been completed, press 'Process Shipment' at the bottom of the page.



The requested service is unavailable between the selected locations.

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Shipping Information.

Ship From

Company or Organization ♦

Your Company

Contact ♦

Your Name

Address Line 1 ♦

Your Address

Address Line 2

Address Line 3

Address Line 3

Address Line 3

City ♦

Your City

State or Province

- Please Select -

Postal Code

12345

Country or Territory

France

Phone Number ♦

Your Tele Nbr

E-Mail Address ♦

europe-cservice@datasci.com

Shipment

UPS Service International

UPS Worldwide Saver®

Label Delivery Method

1 UPS On-Call Pickup® Atpt

Create Invoice

Product Description ♦

Exchange

Customer Number ♦

12345678

Number Of Packages

1

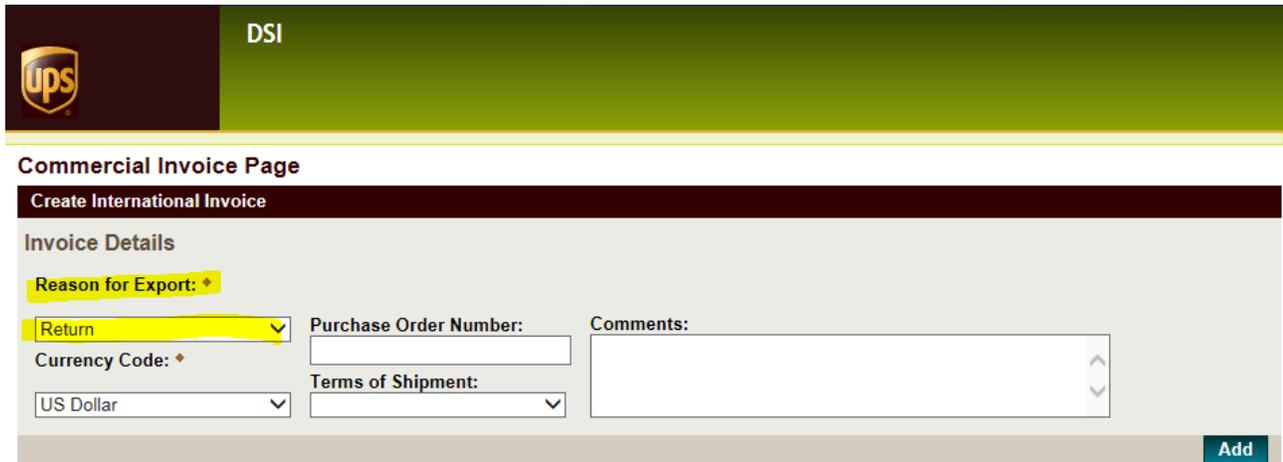
Process Shipment

Clear

10. A new page for creating a Commercial Invoice will appear.

11. On this page, please select the Reason for Export:

- Return (this includes Exchanges, Mis-shipments, Incorrect Product being returned, etc.)
- Repair (Repair/Recalibration of Hardware)

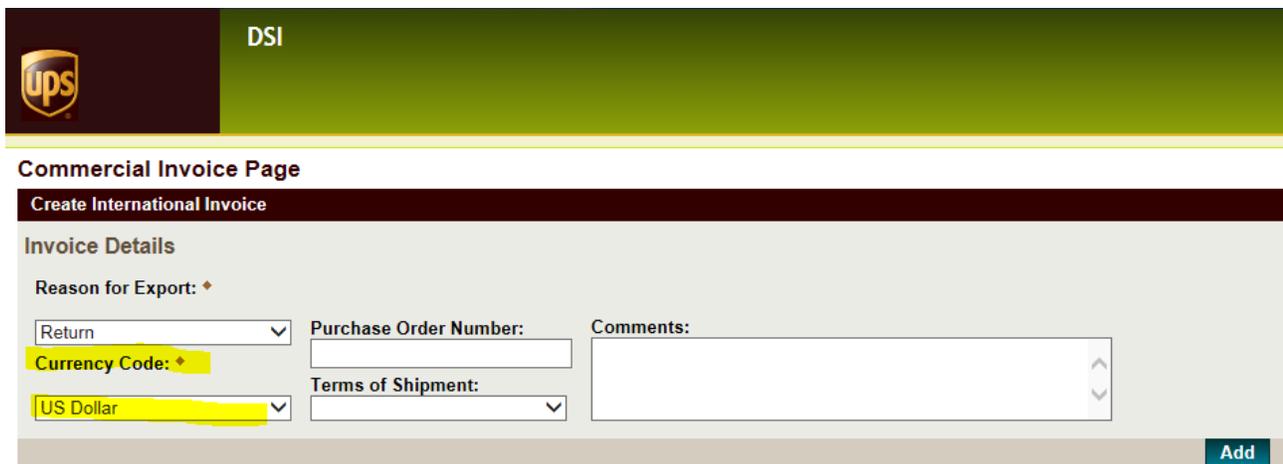


The screenshot shows the UPS DSI Commercial Invoice Page. The header includes the UPS logo and 'DSI'. Below the header is a dark bar with 'Create International Invoice'. The main section is titled 'Invoice Details' and contains the following fields:

- Reason for Export:** A dropdown menu with 'Return' selected.
- Purchase Order Number:** An empty text input field.
- Comments:** A large text area with up and down arrow icons on the right side.
- Currency Code:** A dropdown menu with 'US Dollar' selected.
- Terms of Shipment:** A dropdown menu.

An 'Add' button is located at the bottom right of the form.

12. Leave the Currency Code as US Dollar. **Please do not change this field, it may cause a delay in the return shipment to DSI.**



This screenshot is identical to the one above, showing the UPS DSI Commercial Invoice Page. The 'Reason for Export' dropdown is set to 'Return' and the 'Currency Code' dropdown is set to 'US Dollar'. The 'Purchase Order Number' and 'Terms of Shipment' dropdowns are also visible. The 'Comments' field is empty. An 'Add' button is at the bottom right.

13. Under Purchase Order Number:

- Please enter the PO number for the exchanges if known, otherwise leave blank.

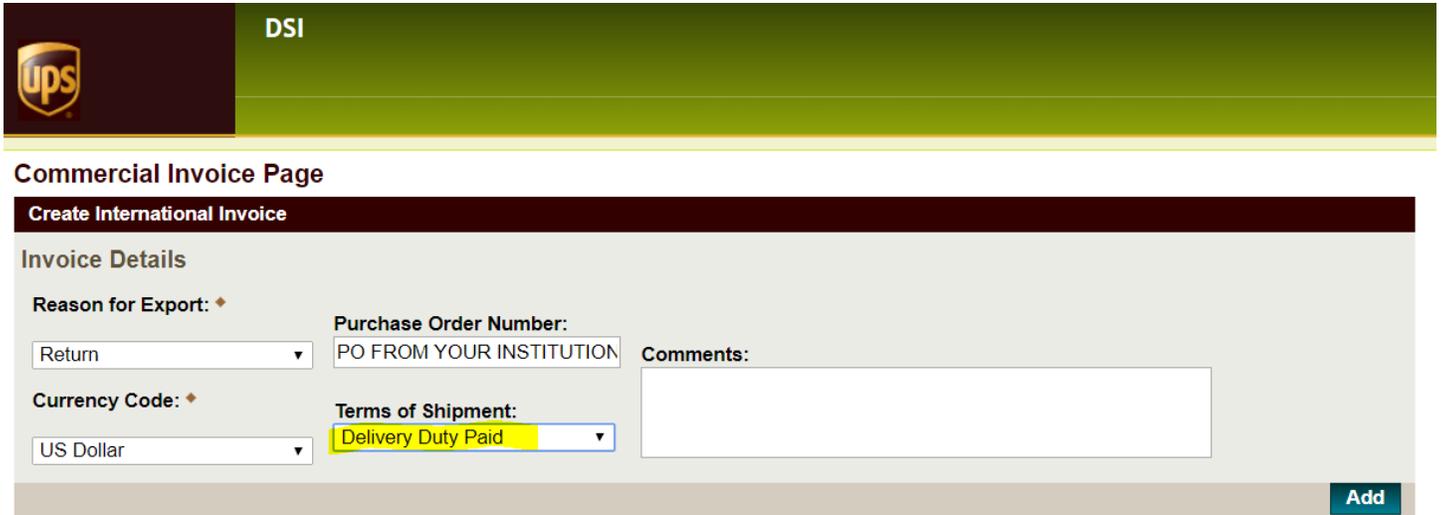
The screenshot shows the 'Commercial Invoice Page' for 'Create International Invoice'. Under 'Invoice Details', the 'Reason for Export' is set to 'Return'. The 'Purchase Order Number' field is highlighted in yellow and contains the text 'PO FROM YOUR INSTITUTION'. The 'Currency Code' is 'US Dollar' and the 'Terms of Shipment' is empty. A large 'Comments' text area is present to the right. An 'Add' button is located at the bottom right of the form.

- For returning incorrect/mis-shipped product, Repairs or Recalibrations, please enter the Case Number in the Purchase Order Field.

The screenshot shows the 'Commercial Invoice Page' for 'Create International Invoice'. Under 'Invoice Details', the 'Reason for Export' is set to 'Return'. The 'Purchase Order Number' field is highlighted in yellow and contains the text 'CAS- 12345-F2C3'. The 'Currency Code' is 'US Dollar' and the 'Terms of Shipment' is empty. A large 'Comments' text area is present to the right. An 'Add' button is located at the bottom right of the form.

14. For Terms of Shipment, please select Deliver Duty Paid.

- *Do not choose any other options or the shipment may be returned to you.*

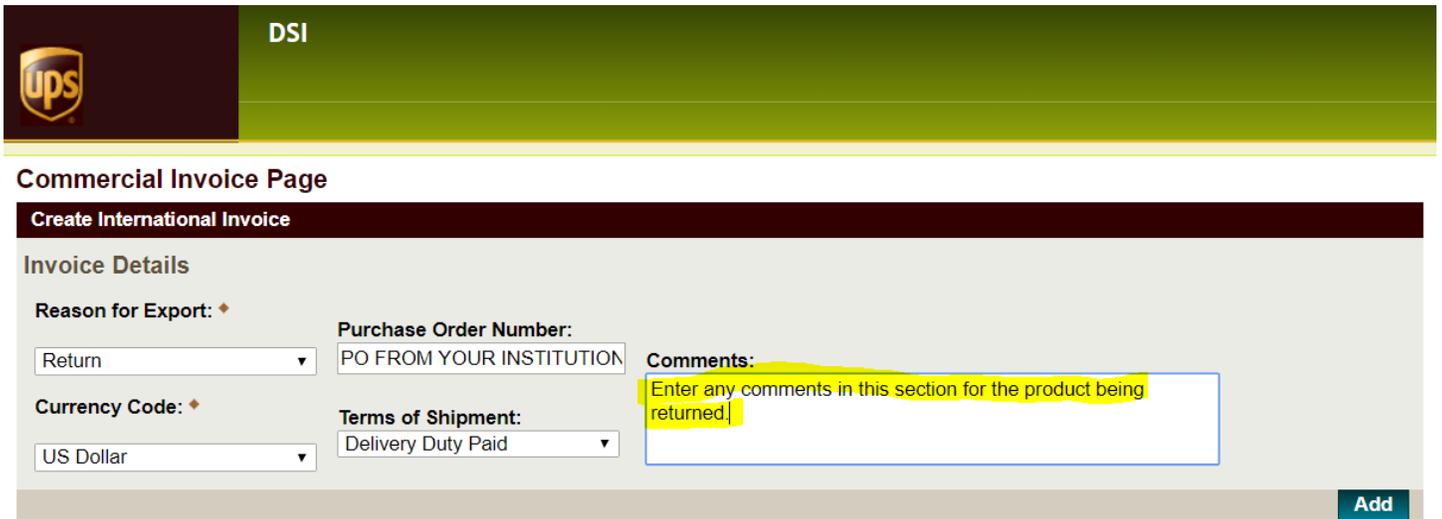


The screenshot shows the 'Create International Invoice' page on the UPS DSI system. The 'Invoice Details' section includes the following fields:

- Reason for Export:** Return
- Purchase Order Number:** PO FROM YOUR INSTITUTION
- Currency Code:** US Dollar
- Terms of Shipment:** Delivery Duty Paid
- Comments:** (Empty text area)

An 'Add' button is located at the bottom right of the form.

15. Under the comments section, please put any notes you want DSI to make notes of for the shipment.



This screenshot is identical to the previous one, but the 'Comments' text area is highlighted in yellow and contains the text: "Enter any comments in this section for the product being returned."

16. Press Add at the bottom of this section



DSI

Commercial Invoice Page

Create International Invoice

Invoice Details

Reason for Export: ◆
Return

Purchase Order Number:
PO FROM YOUR INSTITUTION

Currency Code: ◆
US Dollar

Terms of Shipment:
Delivery Duty Paid

Comments:
Enter any comments in this section for the product being returned.

Add

17. A section for additional information will become available. Please click on the SEARCH button located under "Line".



DSI

Commercial Invoice Page

Create International Invoice

Invoice Details

Reason for Export: ◆
Return

Purchase Order Number:
PO FROM YOUR INSTITUTION

Currency Code: ◆
US Dollar

Terms of Shipment:
Delivery Duty Paid

Comments:
Enter any comments in this section for the product being returned.

Line	Part Number ◆	Description of Goods ◆	Tariff Code	Country or Territory Origin	Units ◆	Unit of Measure	Price ◆	Total
Search	<input type="text"/>	<input type="text"/>	<input type="text"/>	United Stat <input type="text"/>	0 <input type="text"/>	Each <input type="text"/>	0 <input type="text"/>	.00

Save **Cancel**

18. Selecting product for the Commercial Invoice within the Search field pop up:

- If returning implants for exchange, mis-shipped, or incorrect products, please select “270” and press the Select button.

Part Number	Description of Goods	Tariff Code	Country or Territory Origin	Unit of Measure	Price
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="Clear"/> <input type="button" value="Filter"/>	
<input checked="" type="radio"/> 270	Laboratory Animal Implants, Not for Human Use	9801.00.1090	US	EA	10.0000
<input type="radio"/> 279	Evaluation and Re-calibration Equipment	9801.00.1012	US	EA	10.0000

- If returning hardware products for repair or recalibration, please select “279” and press the Select button.

Part Number	Description of Goods	Tariff Code	Country or Territory Origin	Unit of Measure	Price
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="Clear"/> <input type="button" value="Filter"/>	
<input type="radio"/> 270	Laboratory Animal Implants, Not for Human Use	9801.00.1090	US	EA	10.0000
<input checked="" type="radio"/> 279	Evaluation and Re-calibration Equipment	9801.00.1012	US	EA	10.0000

19. Under Units, enter the quantity being returned. This number should be the total number of implants being returned to DSI.

- **Important Note: Do not change the Price Field, this cause a delay in the return shipment to DSI, or will cause the shipment to be returned to Sender.**
- **Important Note: Do not change the Country or Territory Origin, this cause a delay in the return shipment to DSI, or will cause the shipment to be returned to Sender.**

DSI

Commercial Invoice Page

Create International Invoice

Invoice Details

Reason for Export: Return Purchase Order Number: PO FROM YOUR INSTITUTION Comments: Enter any comments in this section for the product being returned.

Currency Code: US Dollar Terms of Shipment: Delivery Duty Paid

Line	Part Number	Description of Goods	Tariff Code	Country or Territory Origin	Units	Unit of Measure	Price	Total
Search	270	Laboratory Animal Implan	9801.00.1090	United Stat	10	Each	10.0000	.00

Save
Cancel

20. Press the Save button at the bottom of the screen.

DSI

Commercial Invoice Page

Create International Invoice

Invoice Details

Reason for Export: Return Purchase Order Number: PO# EP123123 Comments: Enter any comments in this section for the product being returned.

Currency Code: US Dollar Terms of Shipment: Delivery Duty Paid

Line	Part Number	Description of Goods	Tariff Code	Country or Territory Origin	Units	Unit of Measure	Price	Total
Search	270	Laboratory Animal Implan	9801.00.1090	United Sta	1	Each	10.0000	.00

Save
Cancel

21. If you have additional products to add to the return, please select “Add”. Follow previous steps 14 through 16.
22. If you need to adjust the quantity being returned, please select “Edit” and adjust the quantity.
23. If you would like to delete a line, please select the line and press Delete.

DSI

Commercial Invoice Page

Create International Invoice

Invoice Details

Reason for Export: ◆

Purchase Order Number:

Comments:

Enter any comments in this section for the product being returned.

Currency Code: ◆

Terms of Shipment:

Line	Part Number ◆	Description of Goods ◆	Tariff Code	Country or Territory Origin	Units ◆	Unit of Measure	Price ◆	Total
● 1	270	Laboratory Animal Implants, Not for Human Use	9801.00.1090	United States	10	Each	10.0000	100.00

Add
Edit
Delete
Finish »

24. When you are finished listing the items being returned to DSI, please select the Finish button.

DSI

Commercial Invoice Page

Create International Invoice

Invoice Details

Reason for Export: ◆

Purchase Order Number:

Comments:

Enter any comments in this section for the product being returned.

Currency Code: ◆

Terms of Shipment:

Line	Part Number ◆	Description of Goods ◆	Tariff Code	Country or Territory Origin	Units ◆	Unit of Measure	Price ◆	Total
● 1	270	Laboratory Animal Implants, Not for Human Use	9801.00.1090	United States	10	Each	10.0000	100.00
● 2	279	Evaluation and Re-calibration Equipment	9801.00.1012	United States	1	Each	10.0000	10.00

Add
Edit
Delete
Finish »

25. Depending on the label delivery method selected you may see different screens after pressing Finish.

- If you selected one of the UPS On-Call Pickup Atpt options:
 - i. 1 UPS On-Call Pickup Atpt* = Driver will make 1 attempt to pick up the package with a label and Commercial Invoice. You will be emailed the tracking information for your package. *You will not be able to print a label. The label and documentation will be brought by the UPS Driver.*
 - ii. 3 UPS On-Call Pickup Atpt*= Driver will make 3 attempts to pick up the package with a label and Commercial Invoice. You will be emailed the tracking information for your package. *You will not be able to print a label. The label and documentation will be brought by the UPS Driver.*
- If you selected the View, Print and Email option:
 - i. View, Print and Email = this option allows you to print the shipping label and the Commercial Invoice documents as shown in the next few pages. *Please click ok to print the Label and the Commercial Invoices (3 copies) if the print screen prompts.*
 1. *Note: This option does not schedule a pick-up of the package, this will need to be completed separately by clicking on the link "Click here to Schedule a pickup".*



Shipment successful

Return label has been e-mailed.

[1Z5675628698017011](#)

[Click here to Schedule a pickup](#)

DSI
Harvard Bioscience, Inc.

5 LBS

SHIP TO:
RETURNS DEPARTMENT
651-414-5583
DSI
119 1/4TH ST NW
SAINT PAUL, MN 55112
UNITED STATES

1 OF 1
SHIP#: 5675628698017011
SHIP WT: 5 LBS
DATE: 04 DEC 2018

MN 554 9-04

UPS SAVER
TRACKING #: 1Z 567 562 86 9801 7011

1P

INV-RS

REFERENCE: P-C RECEIPTS 567562
DISC: Lab Equipment - not for human
RETURN SERVICE: PAYMENT GUARANTEED

Reference No. 1: 1130
Reference No. 2: Exchange
1130

1130

1130

FOLD HERE

Instructions

UPS Electronic Return Label: [View/Print Label](#)

You will also receive a confirmation / Label Delivery Notification in your email containing the tracking information.

You can reprint the label from this email message if you experience any issues with the website.



Tue 12/4/2018 2:12 PM

DSI <cservice@datasci.com>

[Unverified Sender]UPS Label Delivery Notification From DSI UPS Tracking No. 1Z5675628698017011

To [Redacted]



*** This email did not originate from a DSI employee. If you do not want to see these types of emails please create an email rule to filter emails that have [Unverified Sender] in the subject. ***

UPS Returns Label Delivery

This notice tells you that a UPS shipper has sent you an electronic label.

You can print and use this label to include in your outbound shipment, or send it to the consignee. The label will be available for 90 days.

Note: When retrieving your label below, we will provide you with both a UPS Returns Label and Commercial Invoice if the invoice was prepared by the original shipper.

Print and affix this label to your package for return. The label will be available for 30 days from today's date.

[Retrieve Your Shipment Label](#)

This e-mail was automatically generated by UPS e-mail services on behalf of DSI. Any reply to this e-mail will not be received by UPS. Please contact the shipper directly if you have questions regarding the referenced shipment or you wish to discontinue this notification service.

[Find The Closest UPS Service Location](#)

If you have any questions, concerns, or suggestions regarding this process, please email cservice@datasci.com or europa-cservice@datasci.com and we will respond as quickly as possible.