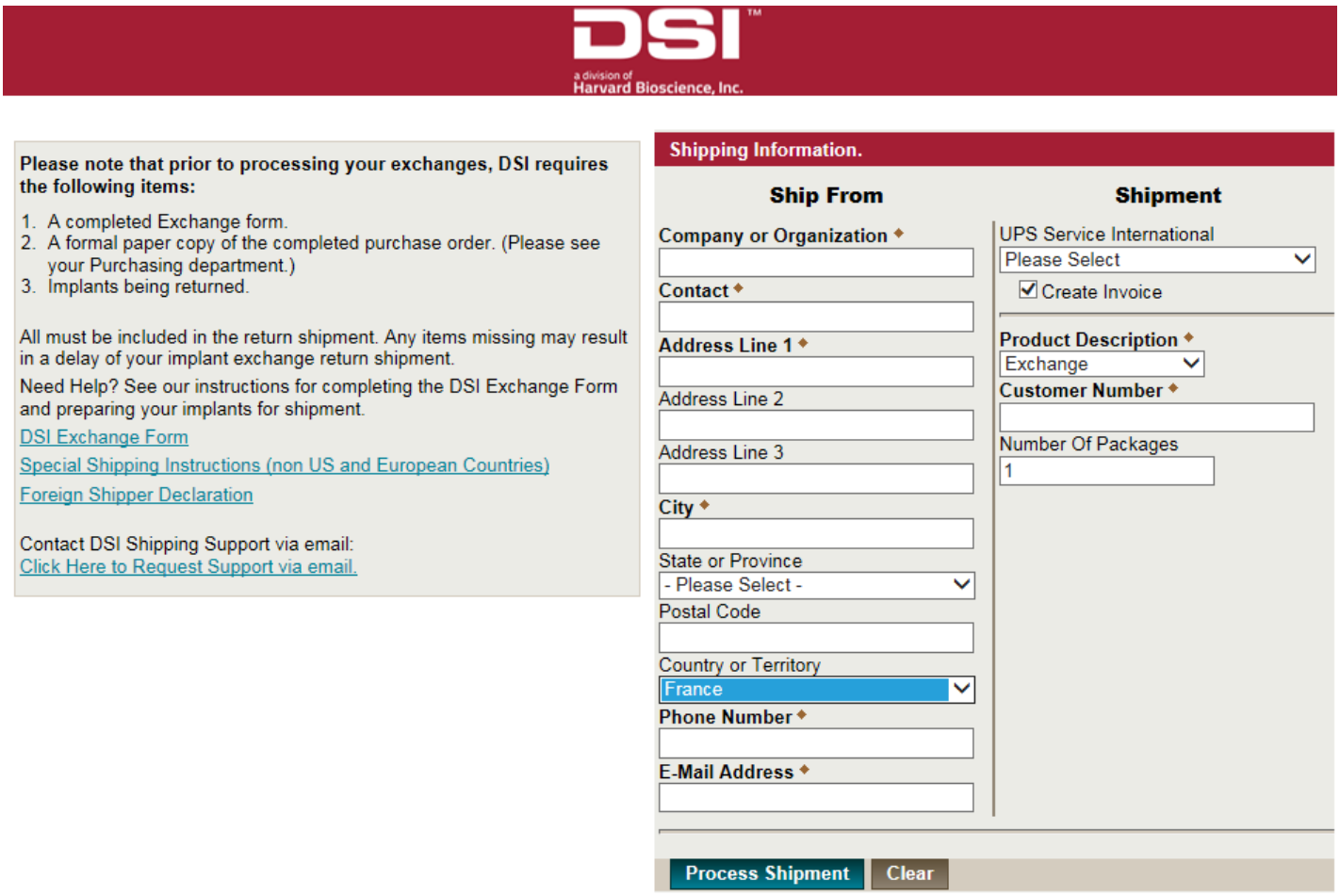
DSI Returns Shipment Portal Instructions

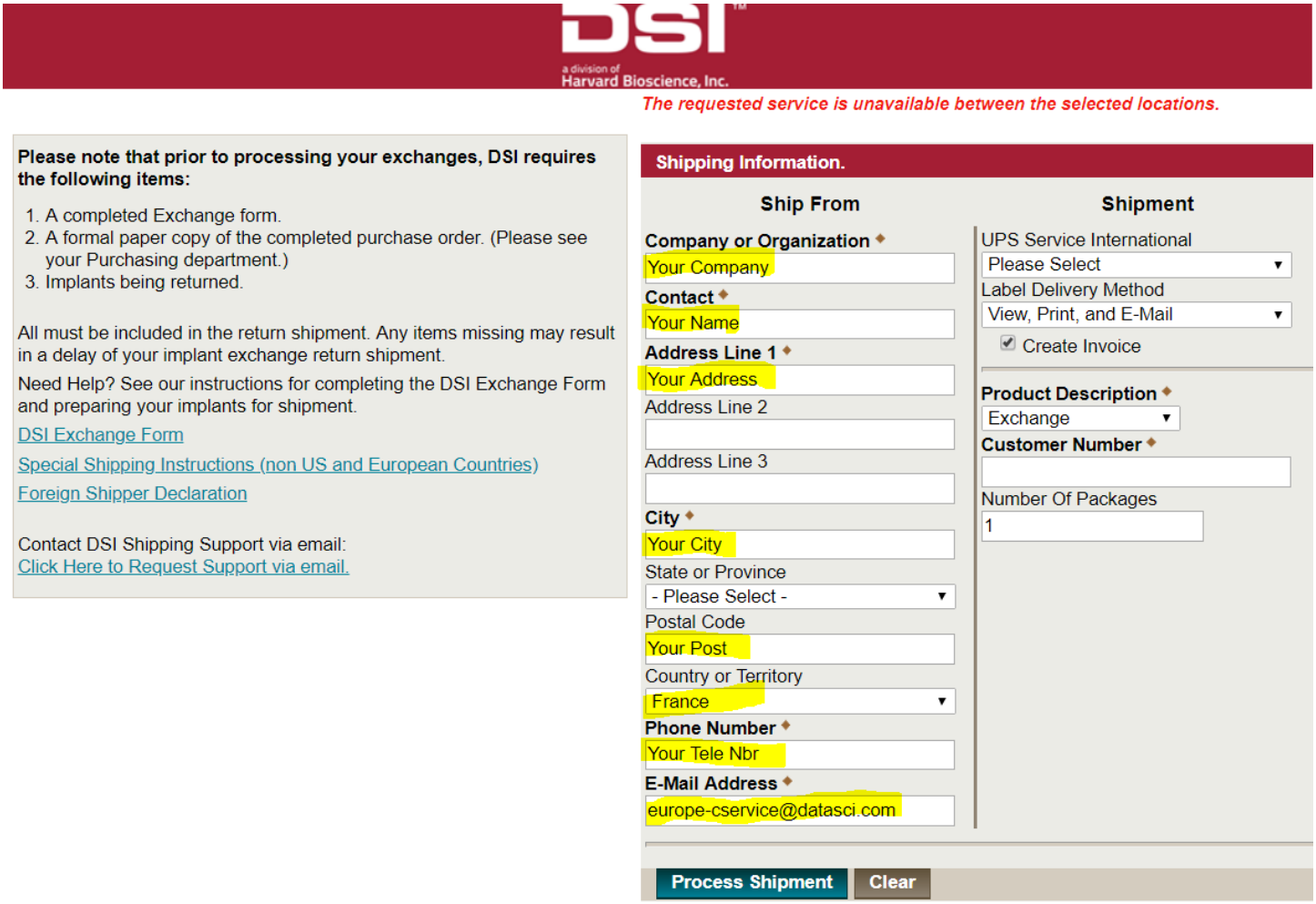
1. Open the www.Datasci.com Website and choose Returning Products, Europe, or use this link:

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.



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.*



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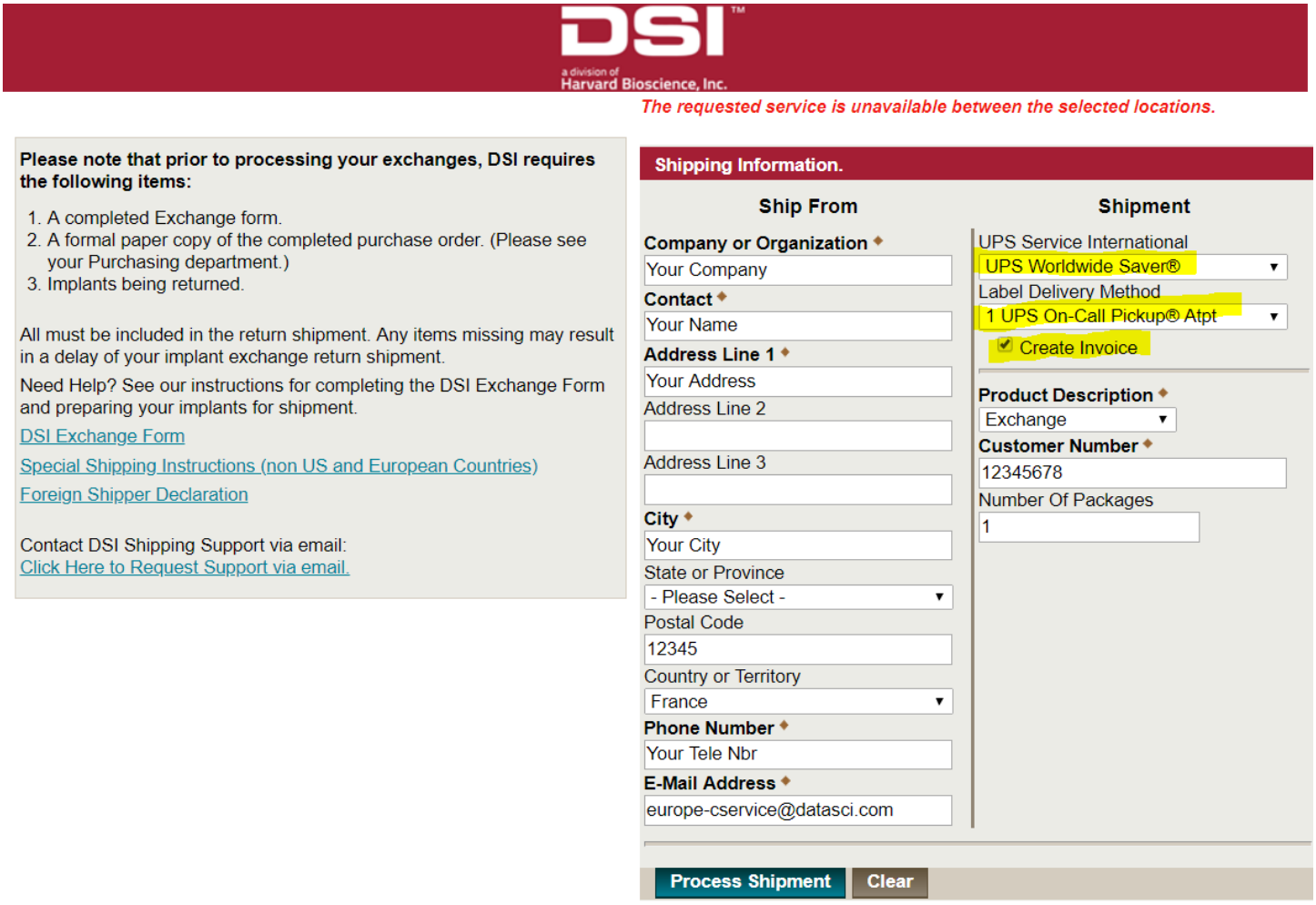
3. Under the Shipment section, choose the UPS Service of UPS Worldwide Saver.
4. Under Label Delivery Method, choose the option that works best for your schedule:
    - We offer three methods for processing:
        i. 1 UPS On-Call Pickup Atpt* = Driver will make 1 attempt to pick up the package with 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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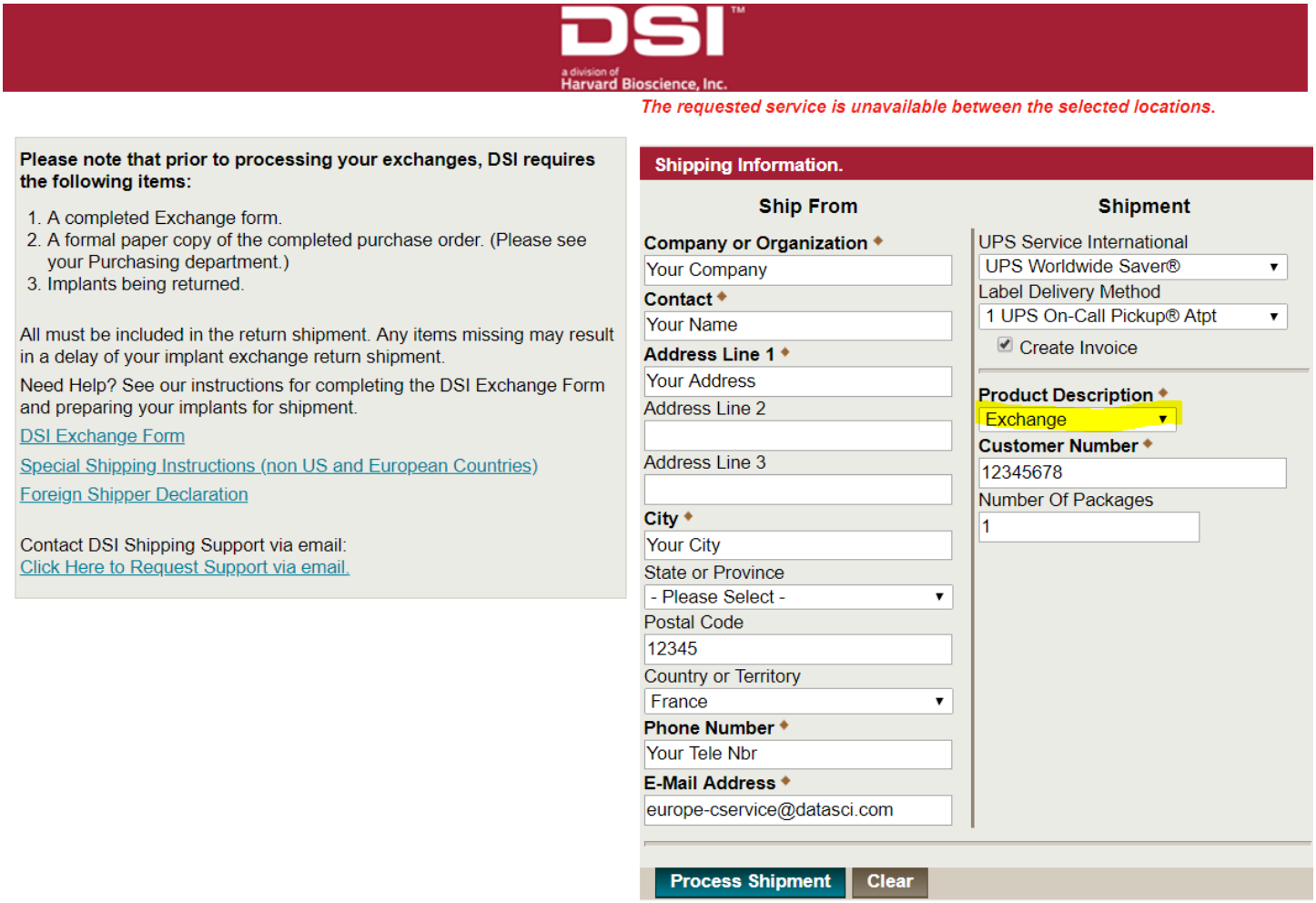
6. Under the Product Description choose from the following options:
    - Exchange – used for transmitter exchanges or exchange manager.
    - Returns Product – used for items shipped in error.
    - Repair/Recalibration – used for hardware items to return for calibration or repair.



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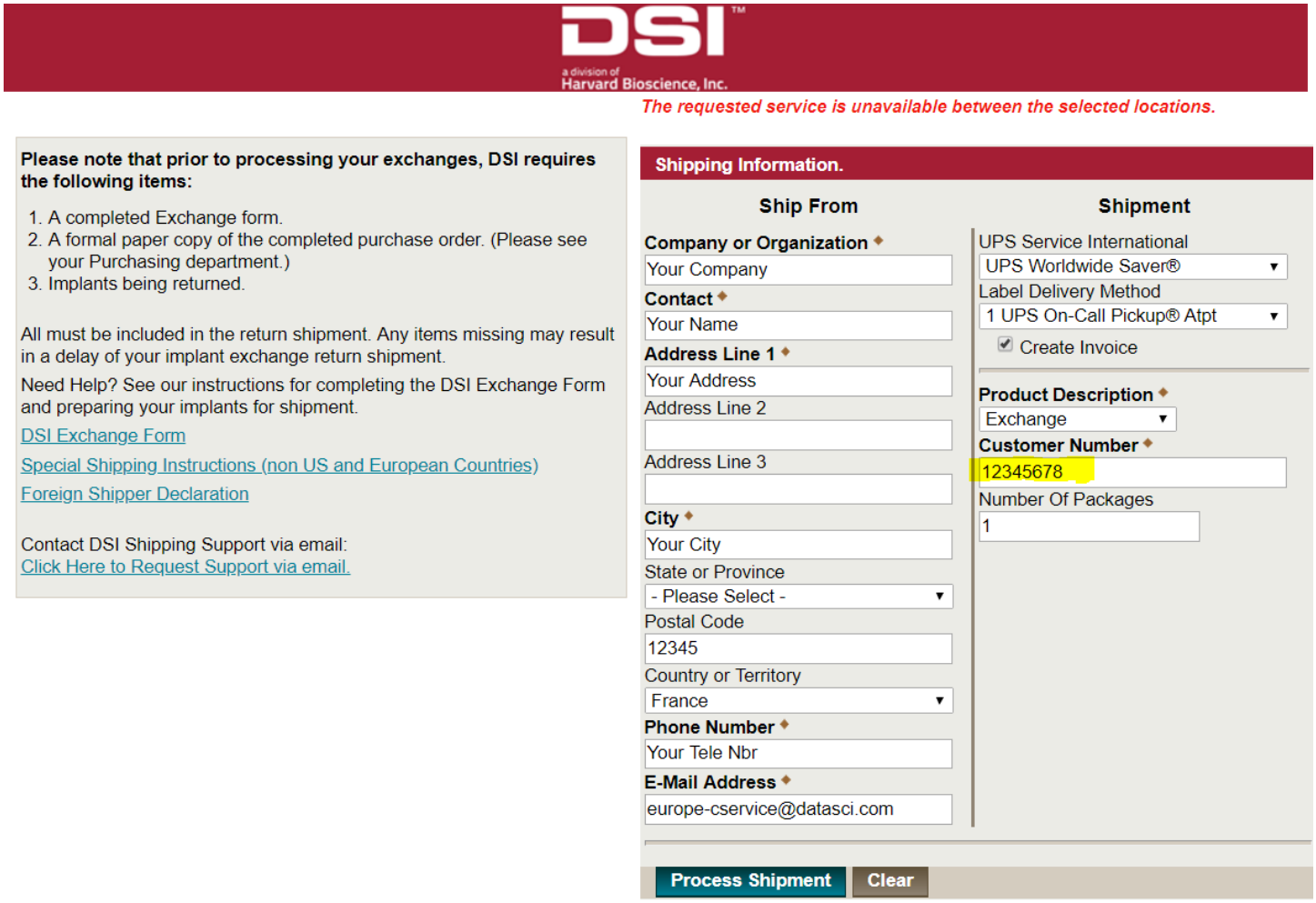
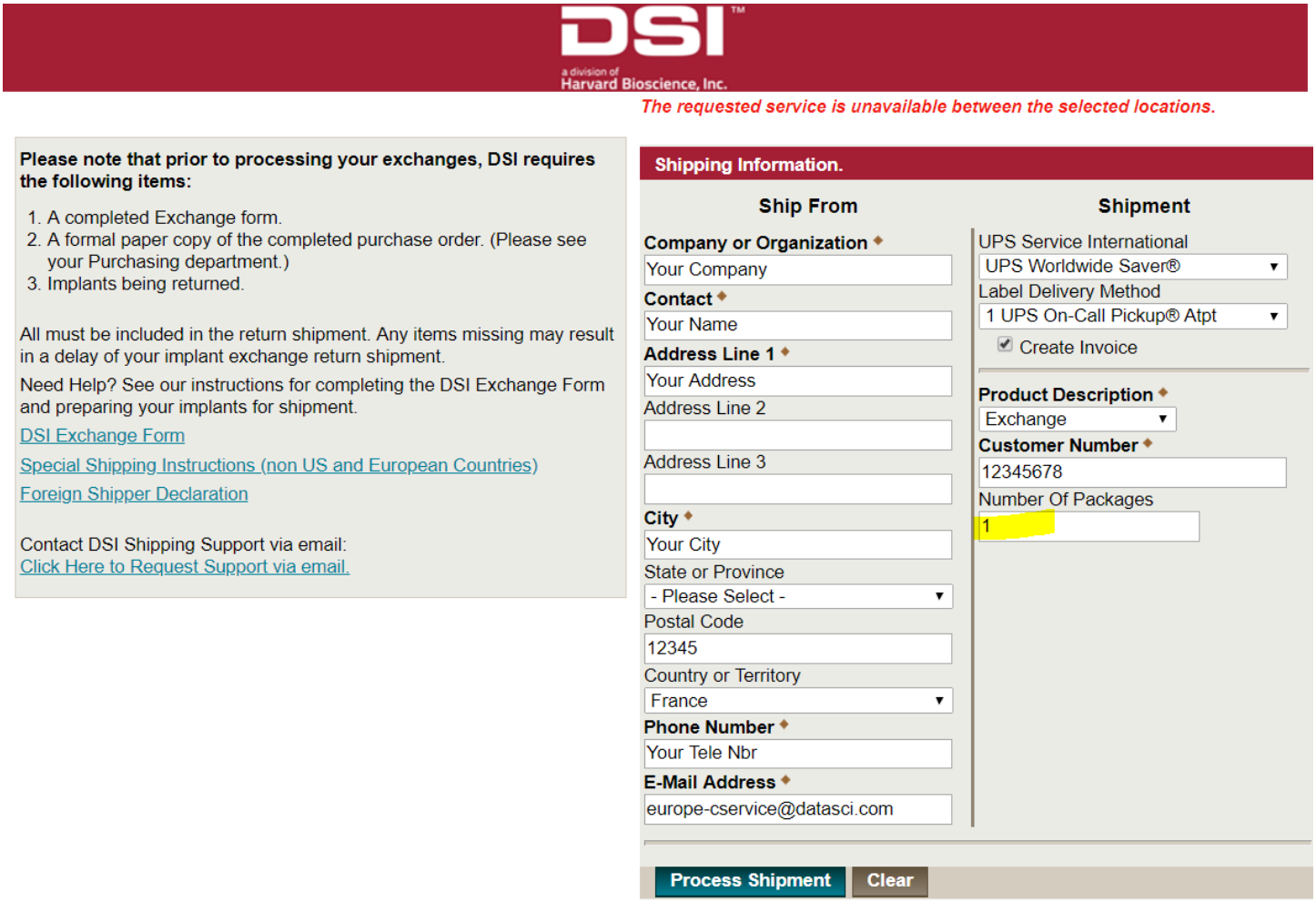
7. Enter the Customer Number of the lab. If you do not know your customer number, please email cservice@datasci.com.



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



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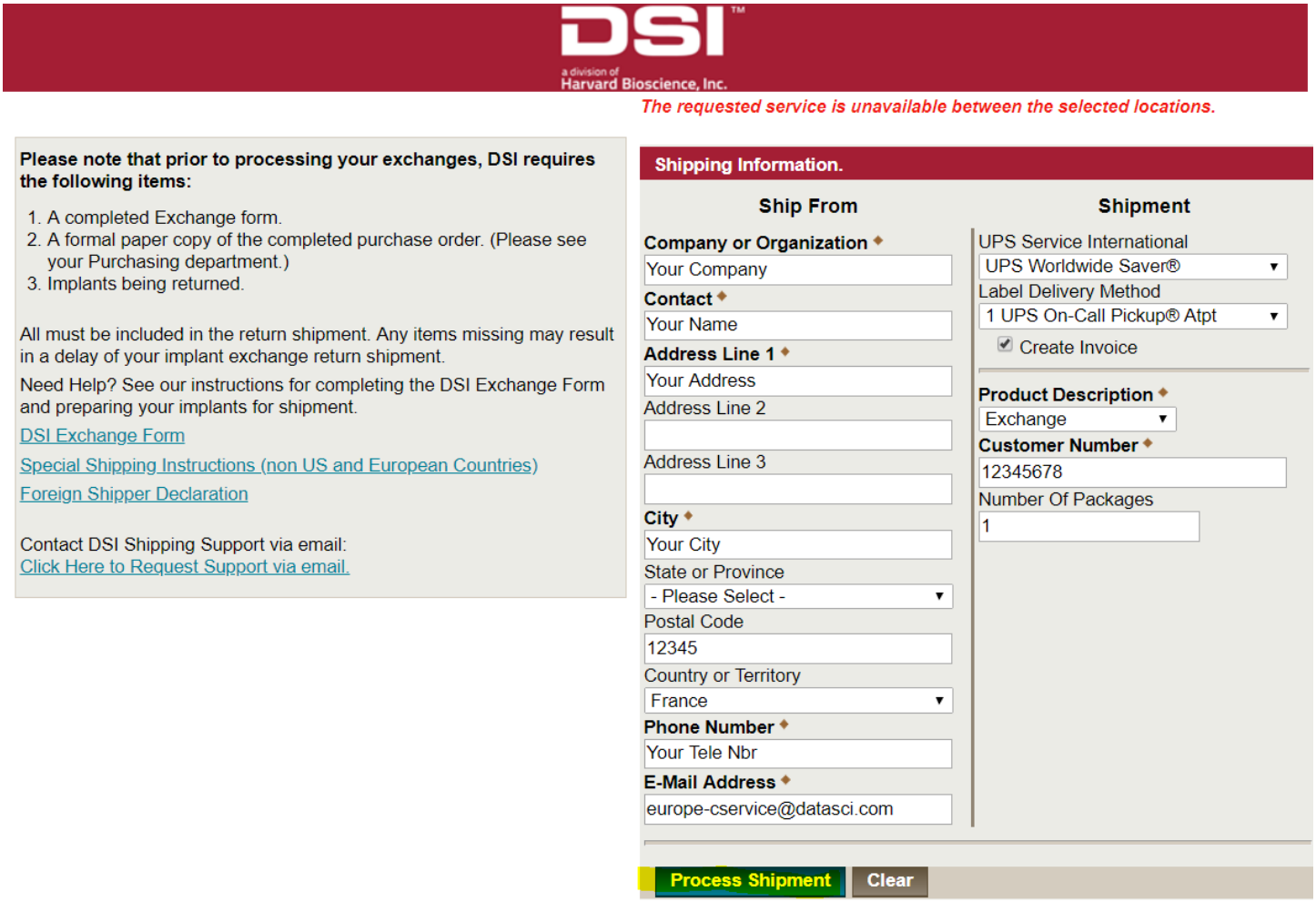
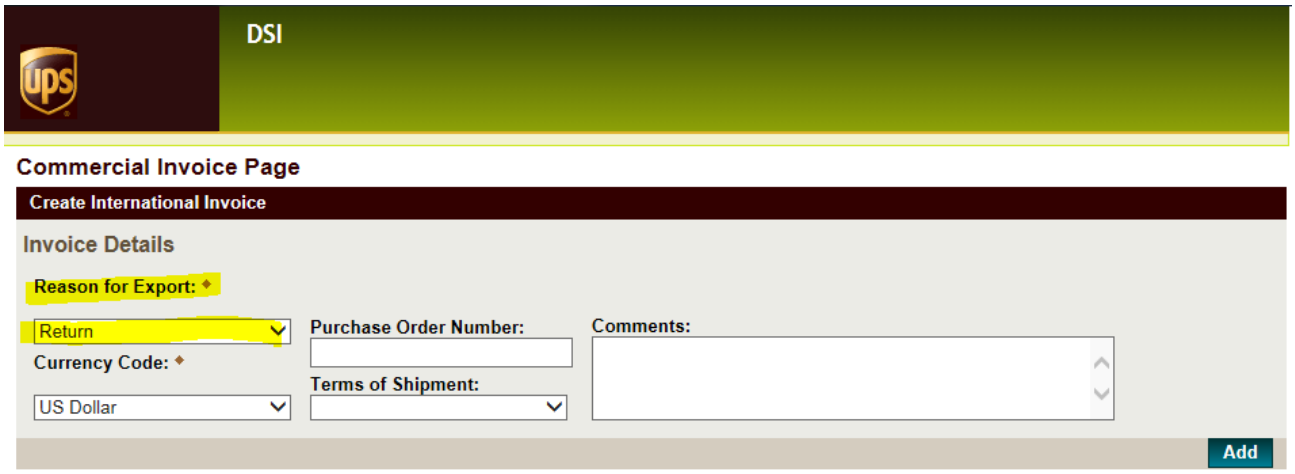
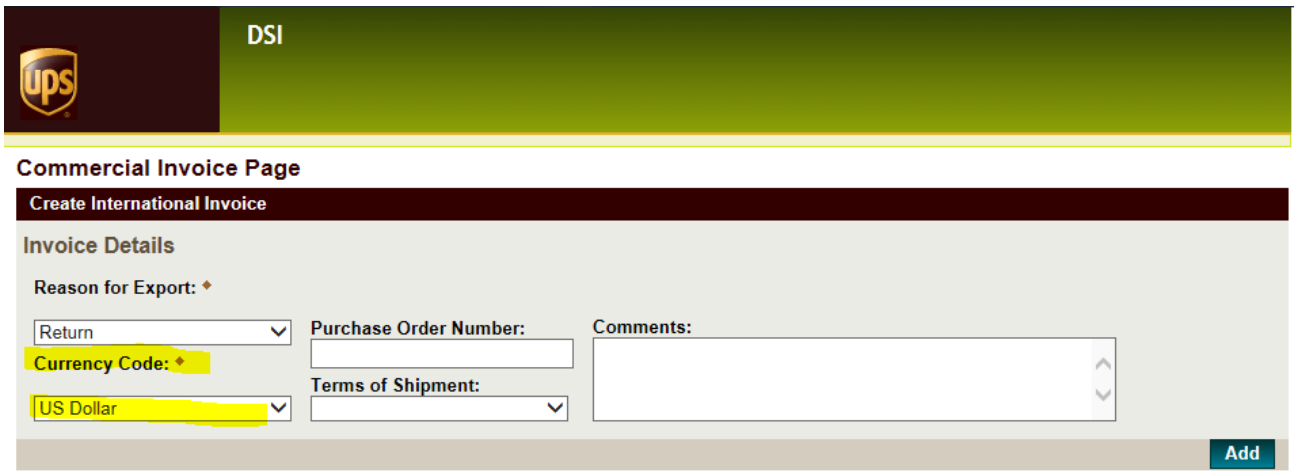
9. Once all the fields have been completed, press ‘Process Shipment’ at the bottom of the page.



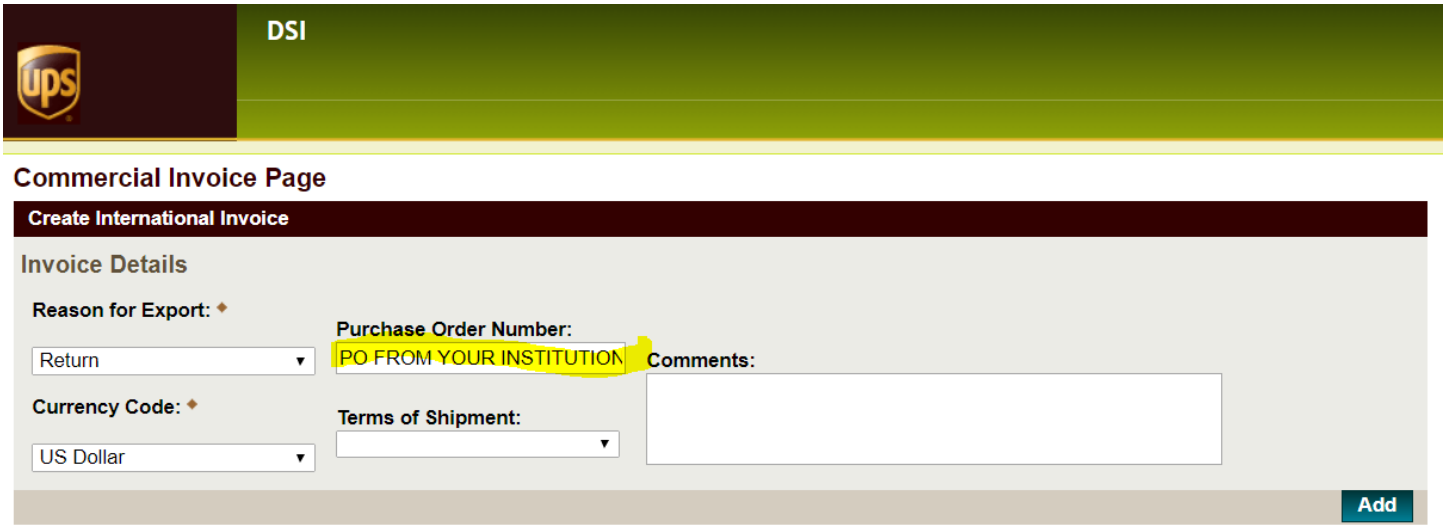
10. A new page for creating a Commercial Invoice will appear.
11. On this page, please select the Reason for Export:
    - Return (this includes Exchanges, Mis-shipments, Incorrect Product being returned, etc.)
    - Repair (Repair/Recalibration of Hardware)



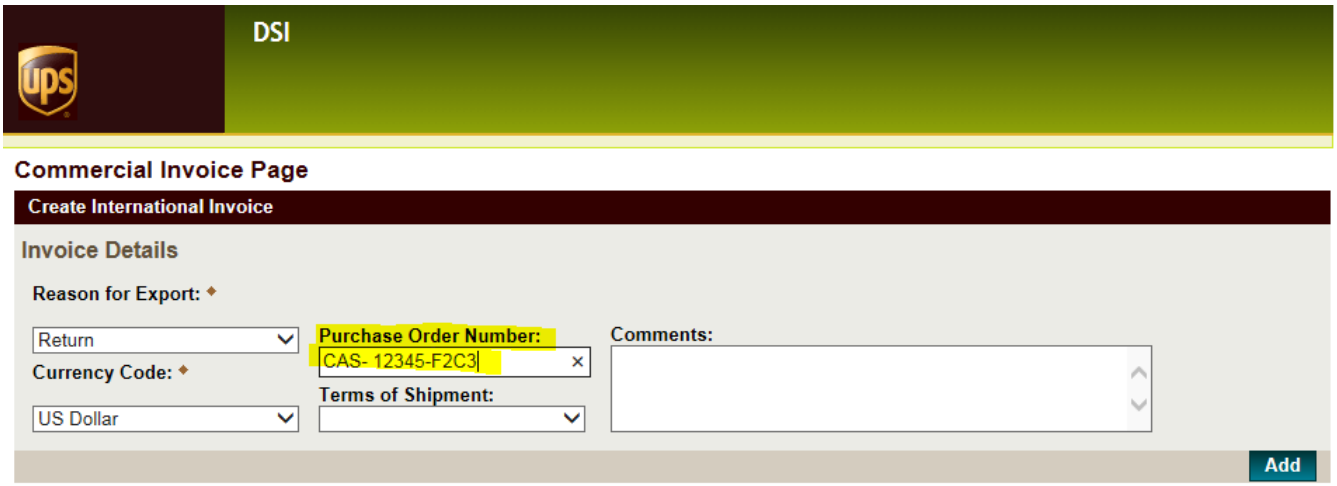
12. Leave the Currency Code as US Dollar. ***Please do not change this field, it may cause a delay in the return shipment to DSI.***



13. Under Purchase Order Number:
    - Please enter the PO number for the exchanges if known, otherwise leave blank.

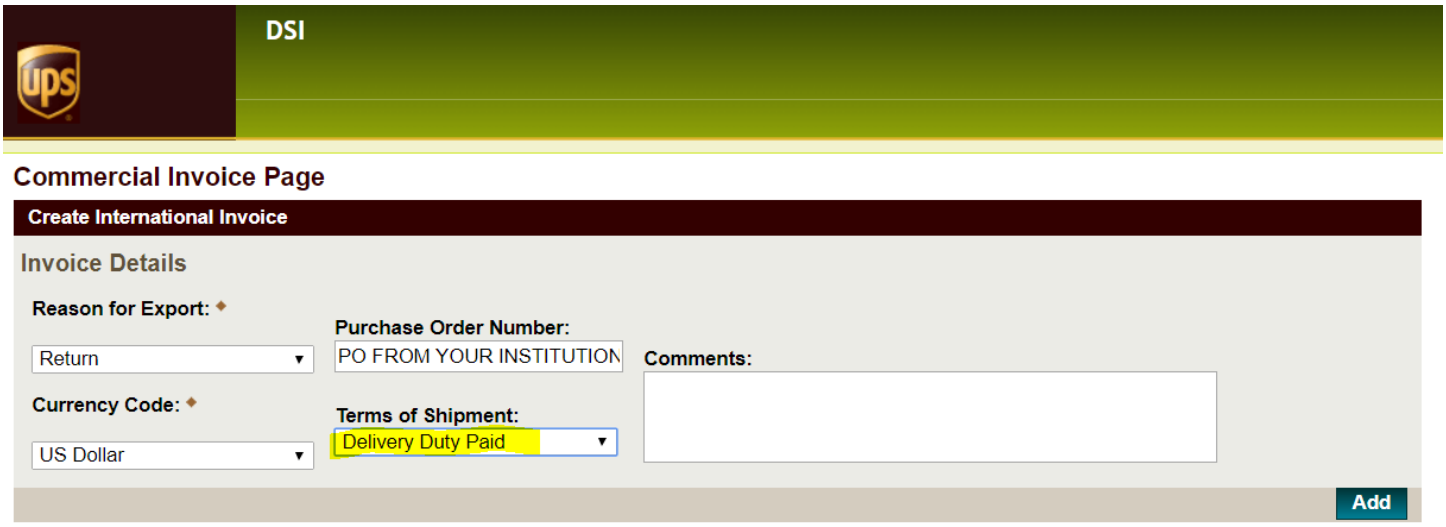


- For returning incorrect/mis-shipped product, Repairs or Recalibrations, please enter the Case Number in the Purchase Order Field.

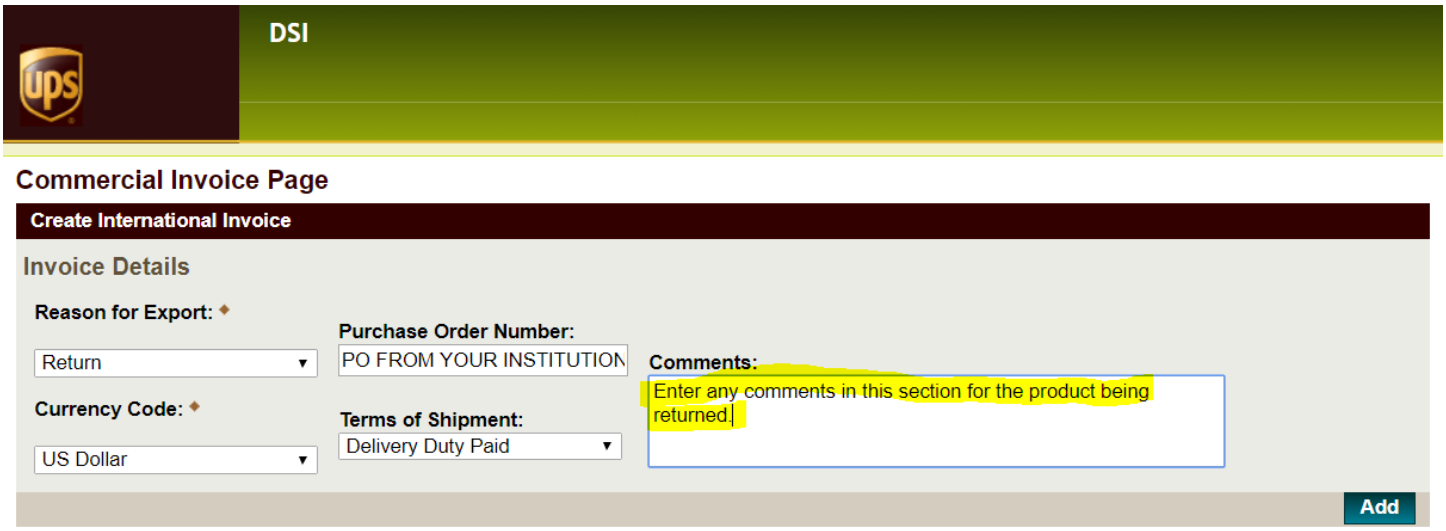


14. **For Terms of Shipment, please select Deliver Duty Paid.**

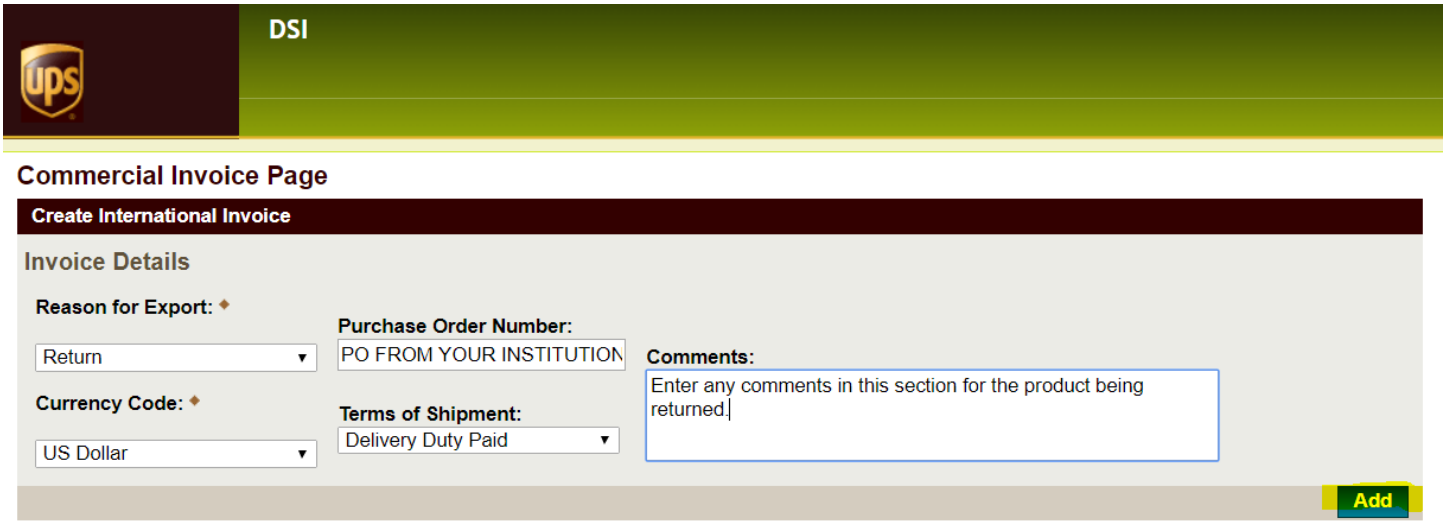
- ***Do not choose any other options or the shipment may be returned to you.***



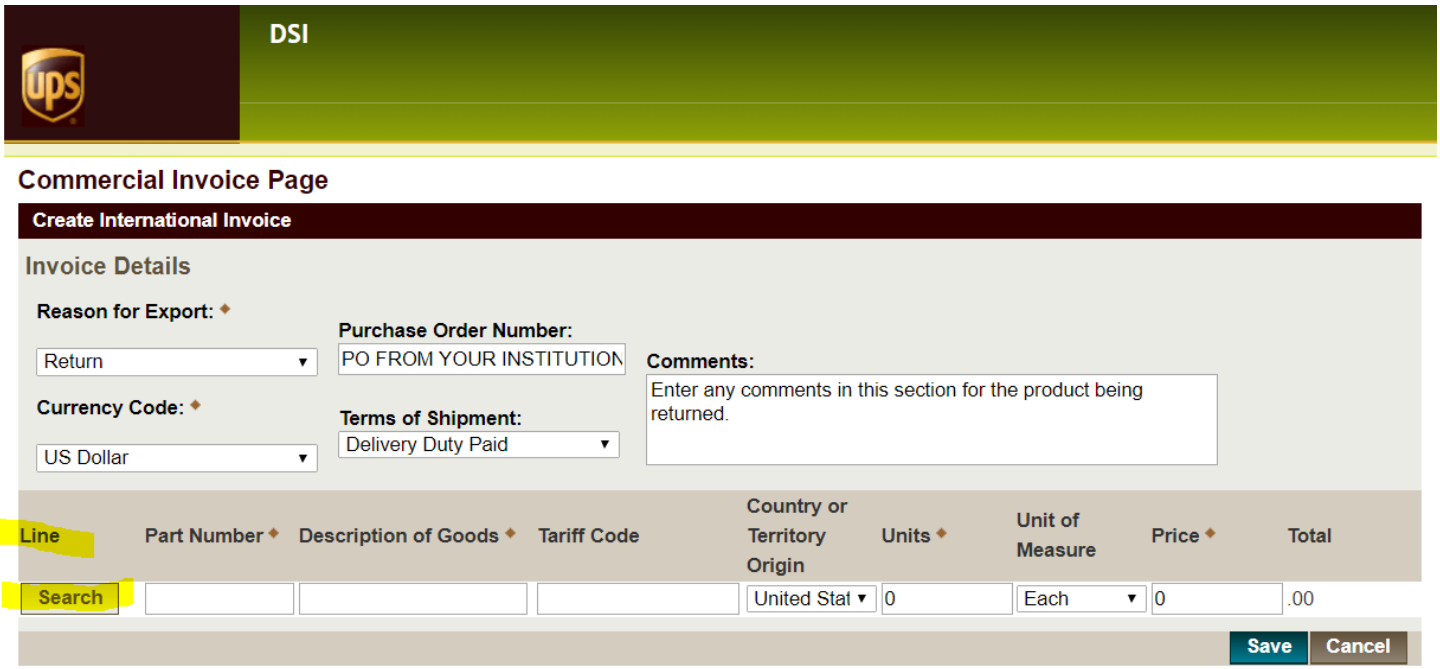
15. Under the comments section, please put any notes you want DSI to make notes of for the shipment.



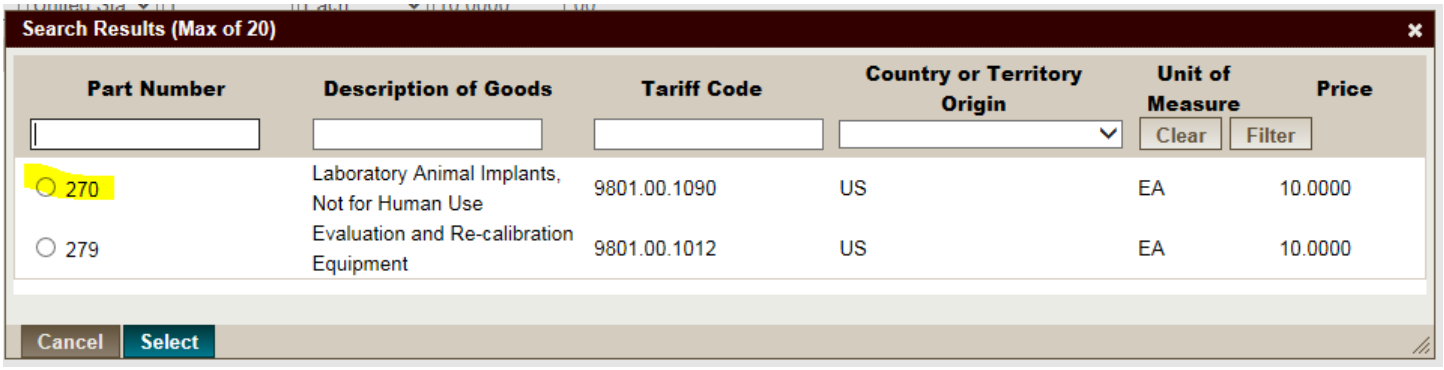
16. Press Add at the bottom of this section



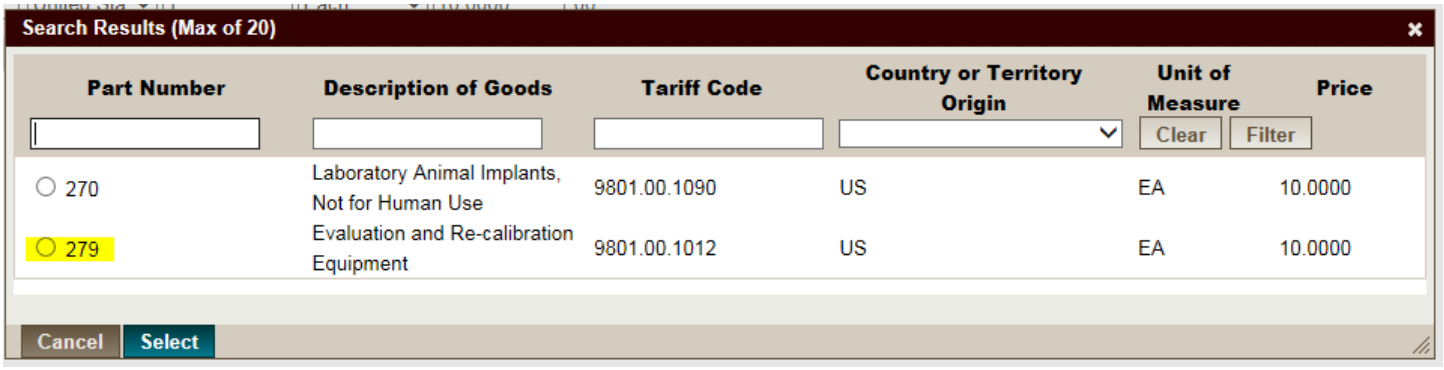
17. A section for additional information will become available. Please click on the SEARCH button located under "Line".



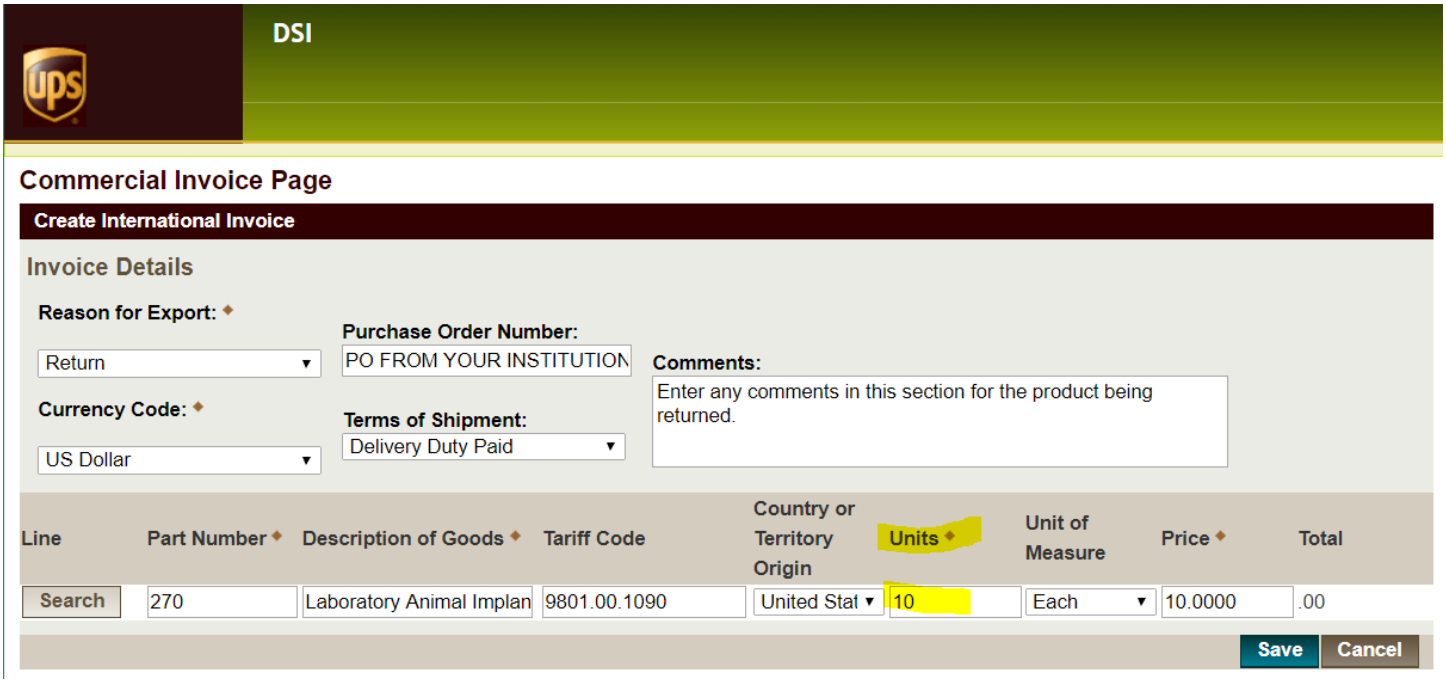
18. Selecting product for the Commercial Invoice within the Search field pop up:
    - If returning implants for exchange, mis-shipped, or incorrect products, please select “270” and press the Select button.



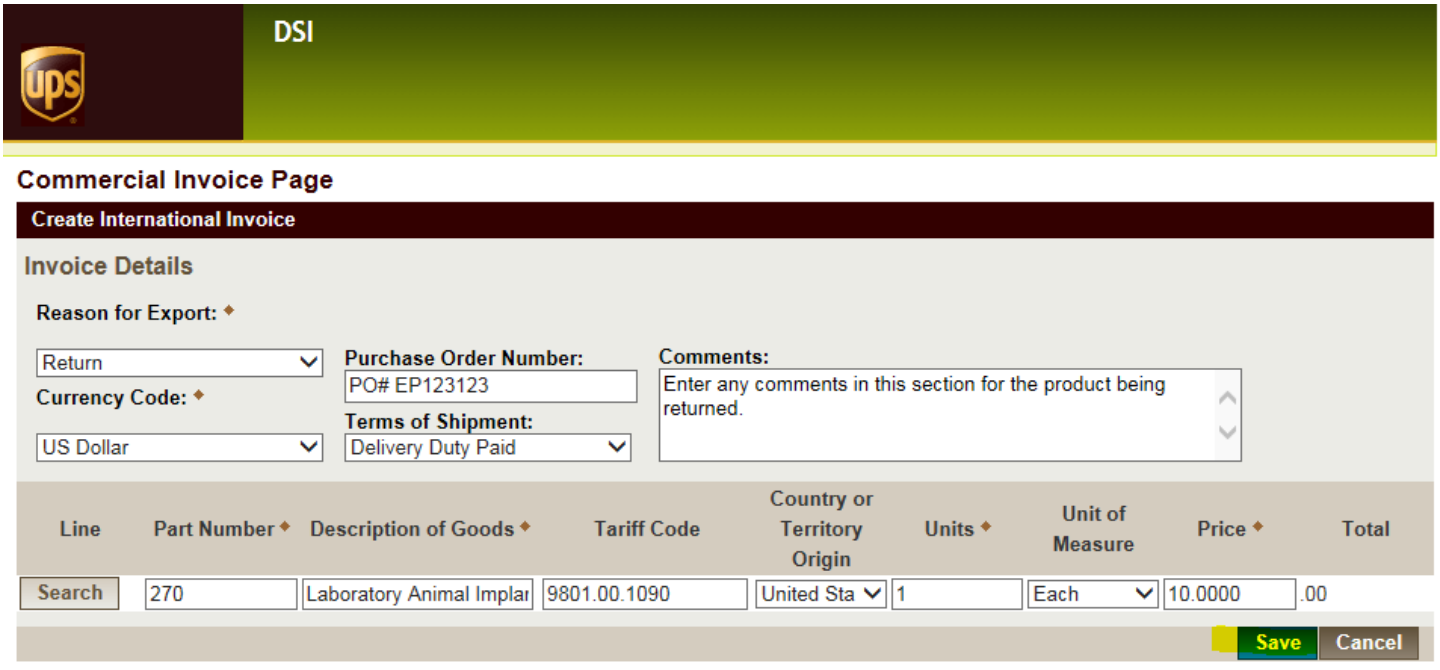
- If returning hardware products for repair or recalibration, please select “279” and press the Select button.



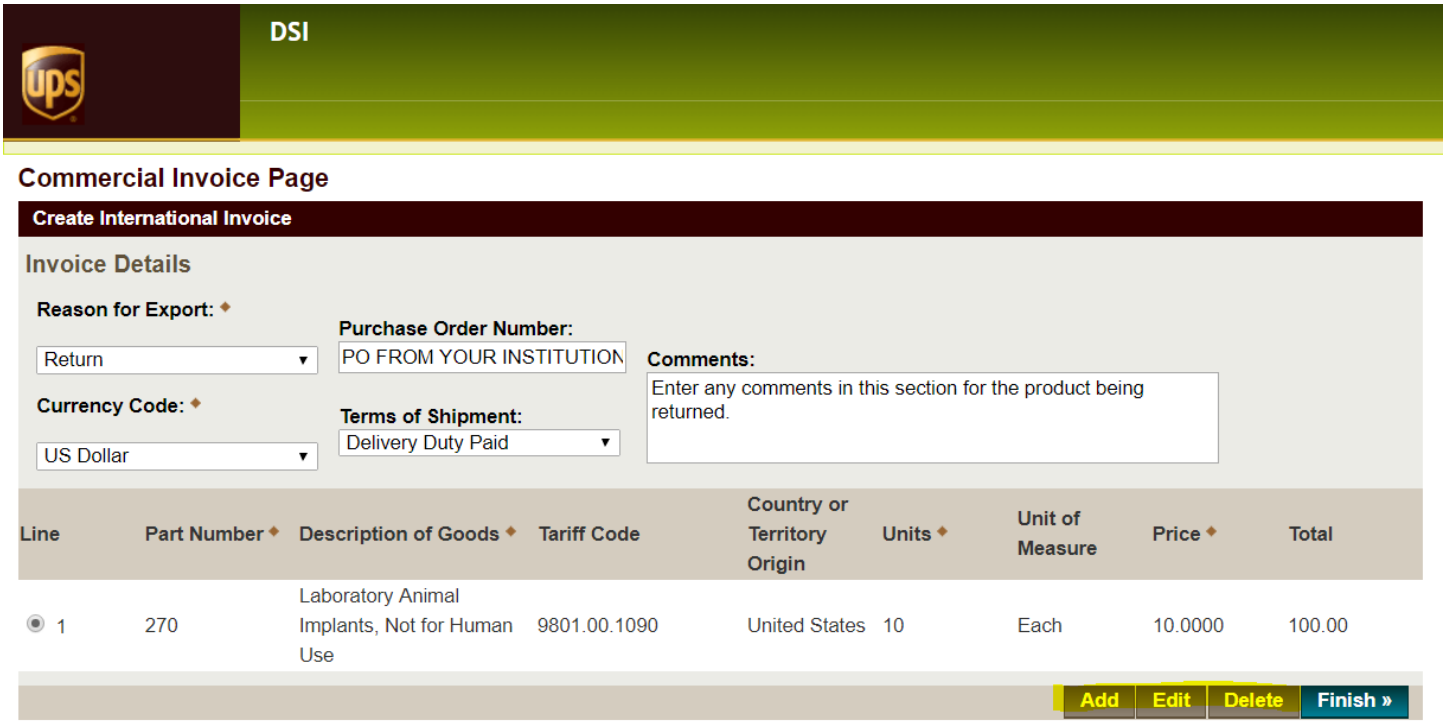
19. Under Units, enter the quantity being returned. This number should be the total number of implants being returned to DSI.
    - ***Important Note: Do not change the Price Field, this cause a delay in the return shipment to DSI, or will cause the shipment to be returned to Sender.***
    - ***Important 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.***



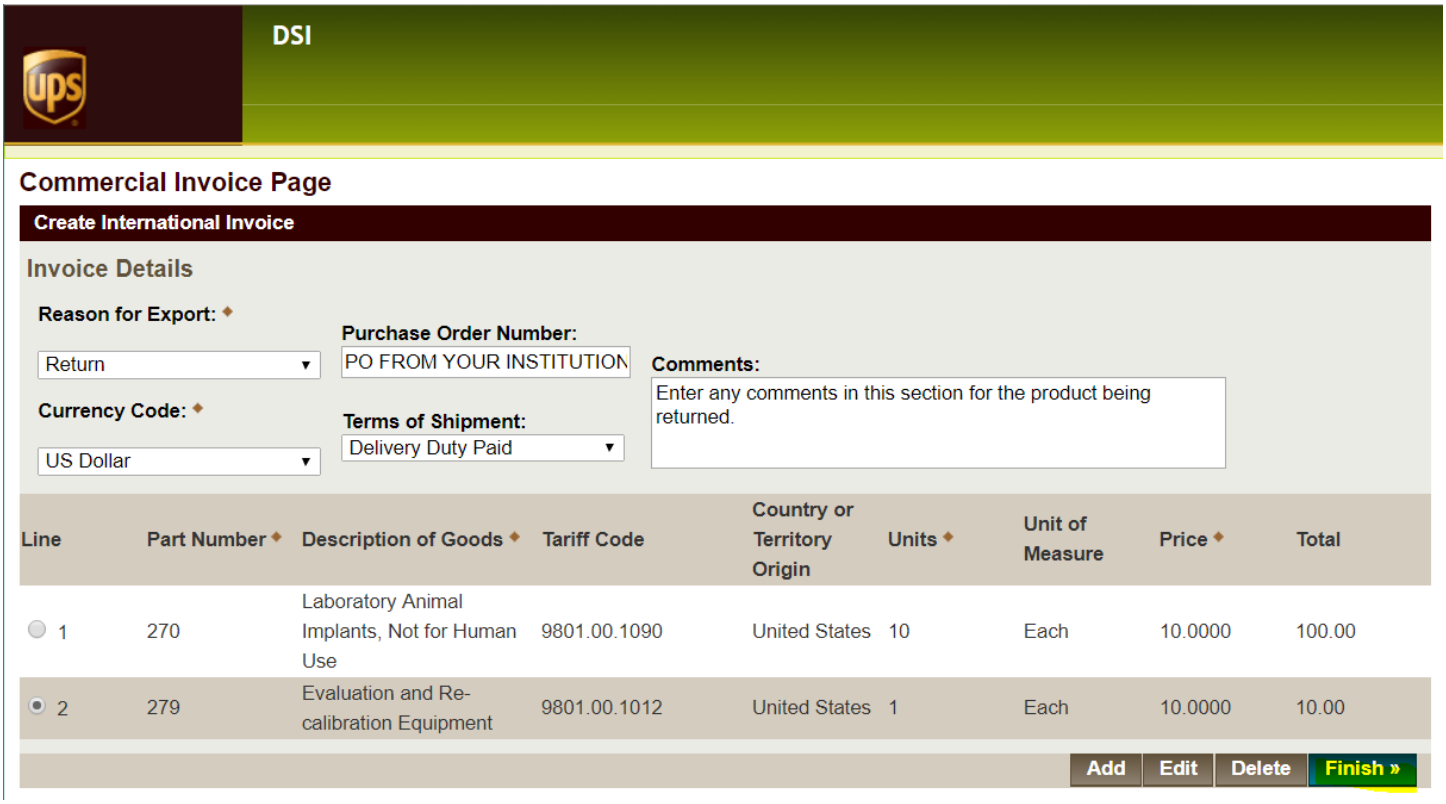
20. Press the Save button at the bottom of the screen.



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.

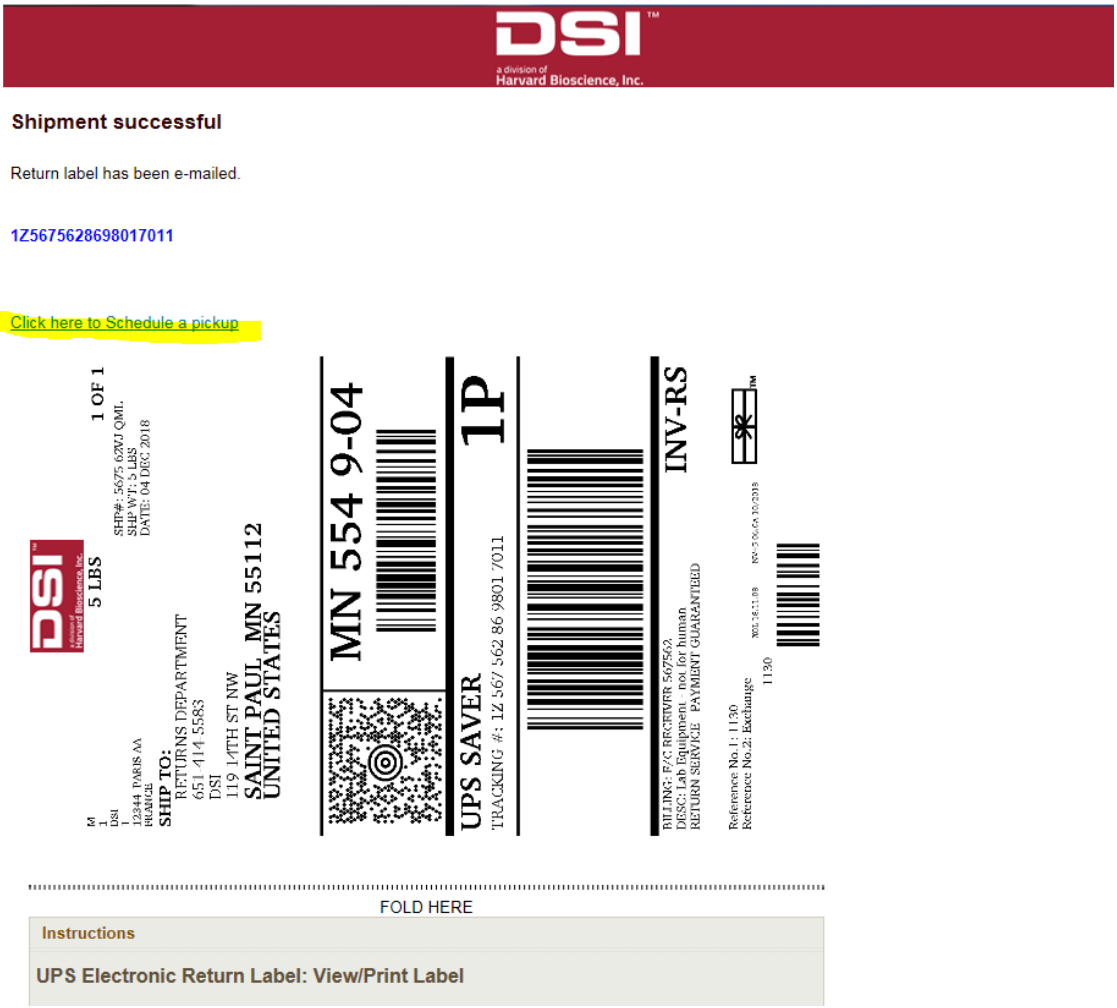


24. When you are finished listing the items being returned to DSI, please select the Finish button.

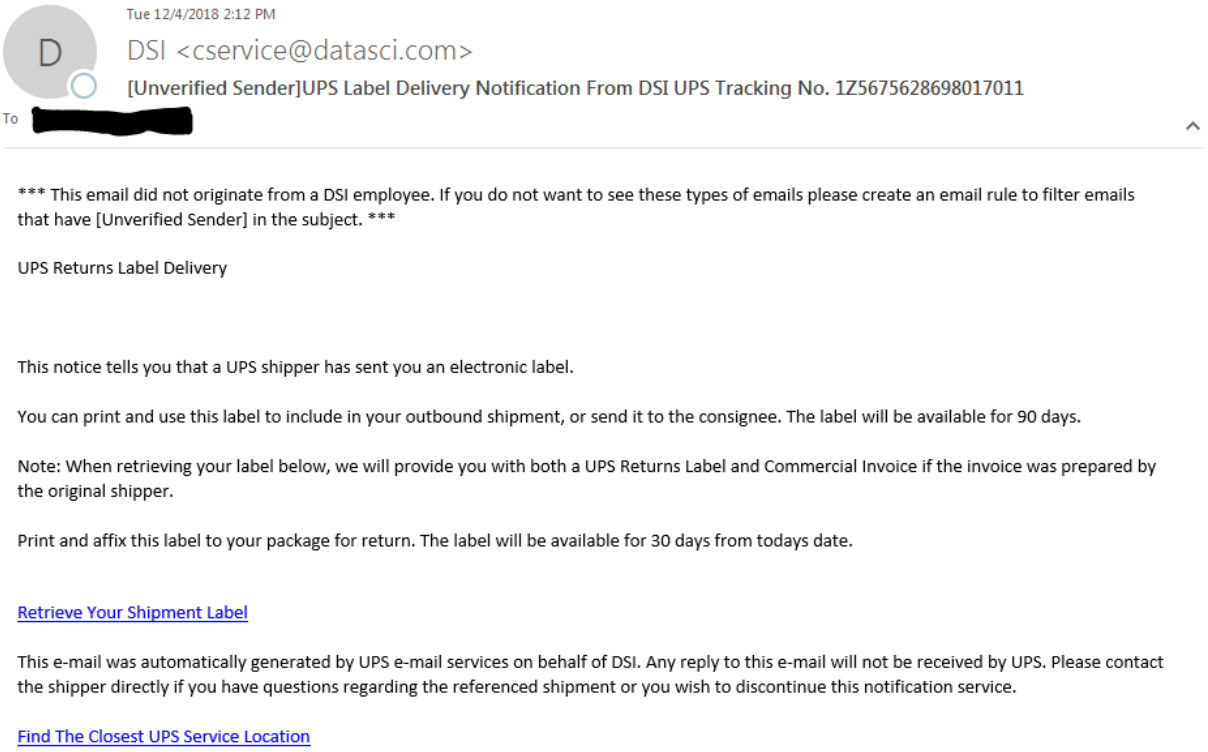


25. Depending on the label delivery method selected you may see different screens after pressing Finish.

- 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".*



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

D 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 todays 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 europe-cservice@datasci.com and we will respond as quickly as possible.