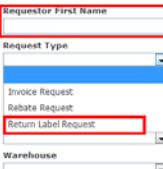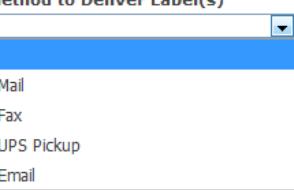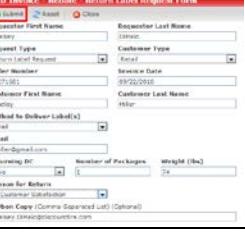# Retail – Requesting UPS Return Labels

Purpose	To guide agents in the process of requesting UPS return labels for the customer.

Requesting UPS Return Labels

Follow the steps below to request UPS return labels for the customer.

Step	Action
1	Logon to the KC.
2	Click DTD.
3	Click the Customer Care page.
4	Under Customer Care Forms, click DTD Invoice / Rebate Form / Return Label Request.
5	Enter the following information: • Requestor First Name • Requestor Last Name • Under the drop for Request type, select Return Label Request.
6	Under Customer Type, select Retail.
7	Enter Order Number.
8	Select Invoice Date of the original order.
9	Under Method to Deliver Label(s), select the method that was discussed to the customer. **Note:** A new pop up will appear to complete the customer information for each specific method.
10	Under Returning DC, select the DC the product should return to. Always return product to the closest DC to the customer.
11	Enter number of packages.
12	Enter total weight found within The Hub under item specs.
13	Under Reason for Return, select the appropriate reason for the return request.
14	Once form is completed, click Submit.
15	Verify you have received a confirmation email of request.

Contact	Please see your manager if you have any questions.

Provided by: DTD – Bob Gardner
Designed by: DTD – CD
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