This document is **DD 3076015**	Rev: **2**	Date: **8/31/2017**	TITLE: ***Part Retraction***	Performed by: Service Partners	Page: 1 of 1

	Task (Major Step)	Key Points / Reason Why	Tools / Skills / Info Required	Cycle Time (minutes)	Details
1	**Identify Daktronics parts**	Identify all Daktronics-owned parts held: A. Parts sent to service partner from Daktronics or otherwise procured on behalf of Daktronics for use by the service partner B. Parts that are not owned by the customer or other entity			
2	**Parts to keep**	Keep: A. Customer-owned equipment that is awaiting return to site. B. Functional Computer (PC) (**Figure 1**), DMP (**Figure 2**), VLink, and VIP (**Figure 3**) parts.			
3	**Record part numbers and serial numbers**	A. For Computer (PC), DMP, VLink, and VIP parts, record the following: i. Part Number(s) (**Figure 4**) ii. Serial Number(s) (**Figure 4**) iii. Quantity B. Email information recorded above to forwardstockinginven@daktronics.com			
4	**Remaining parts**	For all remaining parts that don't fall into the "Keep" category: A. Return to Daktronics with a completed "Toe Tag" (where applicable)			
5	**Fill out Toe Tags**	A. Each part returned should include a "Toe Tag" (where applicable). B. See linked document at right or **Figure 5** for further instructions on Toe Tags.	Toe Tags		
6	**Package parts and ship to Daktronics**	Returned parts need to be: A. Packaged appropriately to minimize chance of damage B. Packaged labeled "**Attn: ML170 Program Management**" C. Sent to: i. **Domestic:** Daktronics, 600 E 54th St N, Door CS, Sioux Falls, SD 57104 ii. **Canada:** Daktronics Canada, Unit 4 1130 Levis St, Terrebonne, QC J6W 5S6 D. See linked document at right for UPS Shipping Information	UPS Shipping Information		
7	**Remove retracted parts from local inventory**	A. Parts returned to Daktronics should be removed from service partner inventory reports, if applicable.			
			Total Cycle Time:		

Figure 1

Figure 2

Figure 3

Figure 4

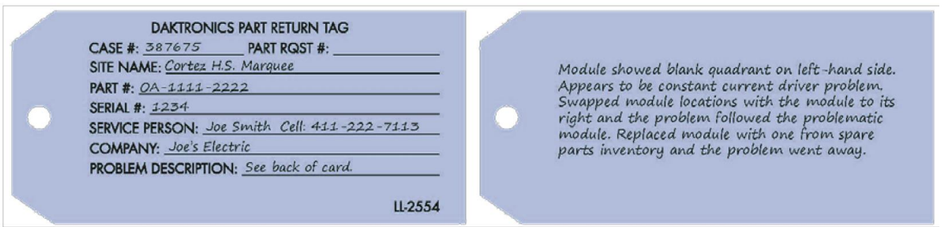

Figure 5