

**UPDATE: All Store managers now have access to the Bulk Return website in the OLR**

**Bulk return process should be done as follows...**

1. Associate does 12, 18, 24 month Early Upgrade and attaches RQ receipt AND DSC tool printout onto the phone. They then put that phone into the designated bin.
2. **On the 7th, 14th, 21st and 28th of each month the STORE MANAGER will submit these ESN's through the Bulk Return link on the MK Portal homepage. Please use your login to access it correctly.**
3. **Any ESN's that give you an error message will need to be looked into in RIM to make sure the flow was done correctly. If everything looks good in RIM and you still get an error you CAN submit the ESN anyway and bypass the error message.**
4. Manger will box up phones using leftover boxes from other shipments.
5. **Please include the WIPED phone and the DSC printout. You can throw away the RQ receipt.**
6. Attach the label and send out.