

Charter school students who no longer need their DOE device, who are no longer eligible for a device, or who have left NYC schools (for instance, due to graduations or moves) should take the following steps to return their devices to the DOE. Note that they will need their OSIS number to perform these steps.

Return the iPad to a UPS Store

You can bring your DOE-loaned iPad, plus all the accessories, to a The UPS Store® to get it back to us so we can reassign it to another student who needs a device.

- Locate the nearest participating location by either of the following two options:
 - Go to theupsstore.com/locations, enter address information and choose the most convenient location
 - Or call **800.789.4623** and select Option2 for the nearest The UPS Store® location
- [Take this document](#) to The UPS Store location and tell the associate you are part of the Corporate Retail Solutions program for NTT Data and the NYC Department of Education.
 - Let them know you are returning a Student iPad.
- The associate will ask for your **Student ID Number** and package your iPad as well as any **accessories (charger, cable, and protective case) for return.**

For questions, email Charterschools@schools.nyc.gov.

Your DOE credentials may be required to access the links above.