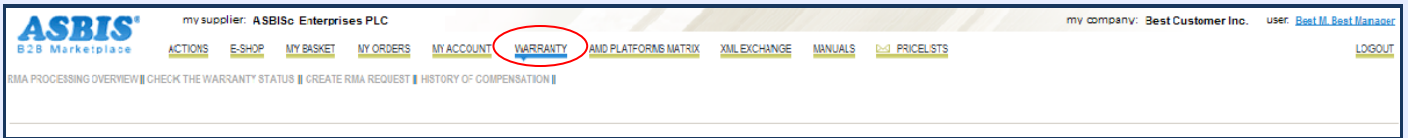# ASBIS RMA Procedure

E-WARRANTY

To claim RMA goods to ASBIS, please, follow the procedure below:

1. Go to web**: www.asbisme.ae,** click on **SIGN IN** and enter your account details: **Login** and **Password** (See below on how to get account details)**.**
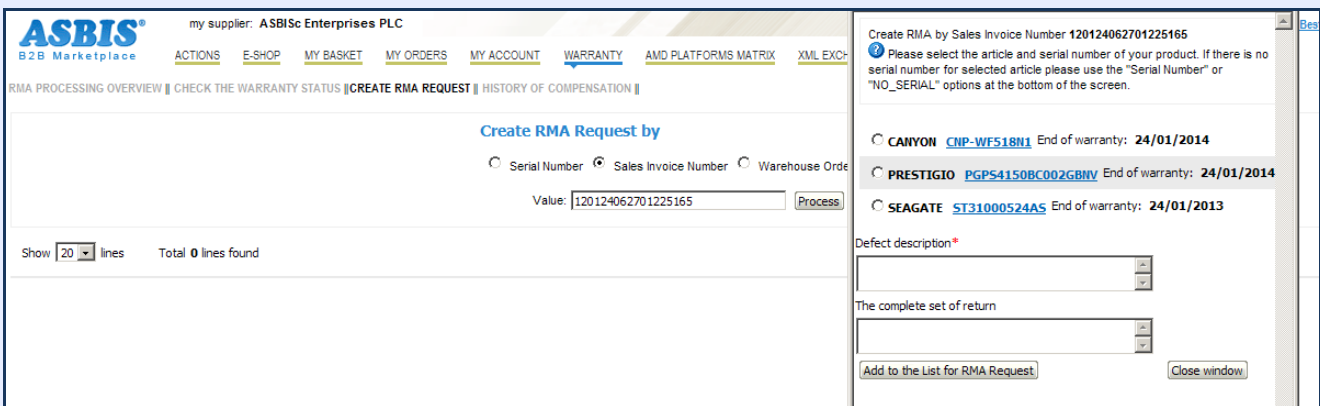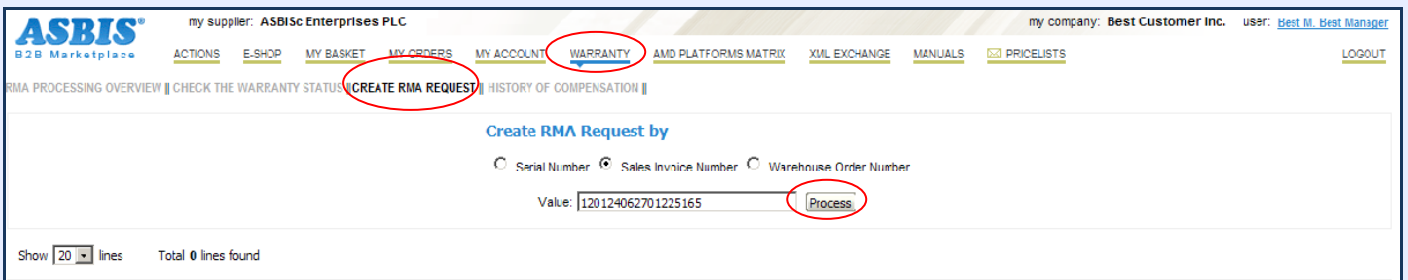
Please, choose **"Warranty"**

1. **Create RMA Request.** The customer is enabled to request RMA by **Serial Number**, **Sales Invoice Number**, **Warehouse Order Number**.
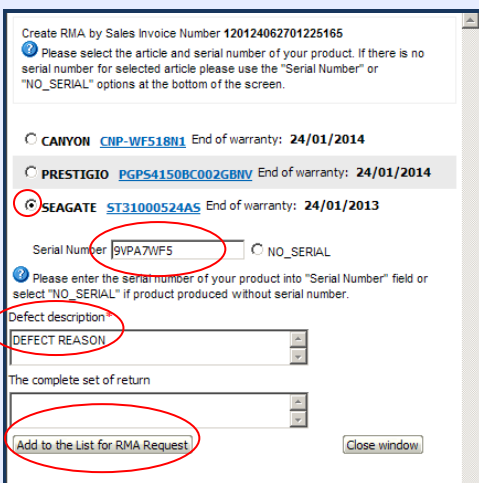
1.1. **Create RMA** according to the **Sales Invoice number**:

for example: Invoice # 120124062701225165

Please, input Sales Invoice number into the bounding box "Value" and choose **"Process"**

In a pop-up window please, choose

- the faulty items that belong to this Sales Invoice

- the necessary faulty item *(for example Seagate ST31000524AS)*

- add Serial Number

Serial Number | 9VPA7WF5 | ◌ NO_SERIAL

- input the **Defect description***

```
DEFECT REASON
```

"Add to the List for RMA Request"

to Create RMA – please, put the checker "**√**" (rightward) and "**Create RMA**"

to Delete Line – If there was some mistake put the checker "**√**" (rightward) and **"Delete lines"**

Select your ship from location – please, pay your attention, here should be specified the warehouse from which you are shipping the faulty goods.

"NEXT"

"OK"

1.2. **Create RMA** according to the **Serial Number**:

You can see the pop-up window with details of serial number. The serial number can be added then to the list of serial numbers to be claimed.

Please, input the **Defect description***

"Add to the List for RMA Request"

When you created the RMA request – the RMA request status is **"Requested"**

When you create the RMA request the system assigns the RMA # (number) of the set format:

AEL YYYww X №   YYY = the Year when RMA request created (now is 012)

ww = the WEEK when RMA request created (now is 04)

№ = order number (the number of the request created this week)

In this manual for example: RMA# AEL01204X1, RMA# AEL01204X2, RMA# AEL01204X3)

NOTE: If you made a mistake and would like to Delete the RMA request, please, choose a "Delete" (rightward) and "Ok"

2. When ASBIS post-sale customer service specialists approve your RMA request for the shipment the status of your RMA request becomes **"To be shipped"** Now you can ship it to the ASBIS Warranty warehouse.

and the notification with the **Subject**: **"RMA# AEL YYYww X # processed"**

(for example Subject: "RMA# AEL01204X1 processed") with RMA details in Excel .csv file (below) attached is sent to your e-mail.

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3. To print the **packing list** – please, choose **"Print Packing List"** and **"Print"** in the pop-up window.

Please, check the SHIP TO addresses (in the top corners of the Packing list):

top leftward of the packing list – should be the address of **your company location (warehouse)** from which you make the shipment of faulty goods to ASBIS warranty warehouse

top rightward of the packing list – the address **ASBIS warranty warehouse**

Please enclose this Packing List to the delivery of the faulty warranty return to the ASBIS warehouse.

4. **To check the RMA request status.**

You can see it in **"RMA Processing Overview"** (this screen is to monitor all of the statuses of RMA)

RMA Request Status	Meaning	Actions
"Requested"	when you created the RMA request	ASBIS post-sale customer service specialists are checking if the faulty goods your requested by you in warranty
"To be shipped"	ASBIS post-sale customer service specialists approved your RMA request for the shipment to ASBIS warranty warehouse	now you can ship it to the ASBIS warranty warehouse
"Scrap approved"	ASBIS post-sale customer service specialists approved faulty goods under this RMA # for **scrap**	- destroy these faulty goods locally - make the photo report (the point of destruction is clearly visible; the name of the photo=serial number of destroyed item) - send this photo report to e-mail: AELWarranty@asbis.com
"Rejected"	faulty goods are **Out of Warranty** and **Rejected** the **Reason of rejection** is specified and can be: "Warranty Expired", "Non-ASBIS product", etc.	Please, do **NOT** ship the **rejected faulty goods**; These **rejected** faulty goods will **NOT** be accepted by ASBIS warranty warehouse
"Tested. Approved"	faulty goods under this RMA # were **received** at ASBIS warranty warehouse, **tested** and **approved for compensation** to you	*for example RMA# AEL01204X3 on the above pic. is already received at ASBIS warranty warehouse, tested and approved for compensation*
"Compensated"	faulty goods under this RMA # were compensated by ASBIS to your company	compensation types: **Replacement** or **Credit**

The samples of all these RMA statuses you can see on the pictures below:

Screenshot 1:

ASBIS B2B Marketplace — my supplier: ASBISc Enterprises PLC — my company: Best Customer Inc. user: Best Mana

ACTIONS E-SHOP MY BASKET MY ORDERS MY ACCOUNT WARRANTY AMD PLATFORMS MATRIX XML EXCHANGE MANUALS ✉ PRICELISTS LOGO

MA PROCESSING OVERVIEW || CHECK THE WARRANTY STATUS || CREATE RMA REQUEST || HISTORY OF COMPENSATION ||

❓ Please select one of the statuses and click search. There is an option to get more information about RMA number, serial number and article if you make click on it.

⦿ All RMA Statuses ○ Open RMA requests ○ Approved RMA request ○ Service Center Debt ○ Resolved RMA request ○ Rejected Products

Date of RMA request from: 28/12/2011 till: 27/01/2012 RMA#: [   ] 🔍

Show 20 ▾ lines [1-3] Total 3 lines found

Line#	Line Statuses	Serial Number	Brand	Article
RMA#: AEL01204X1	Date of RMA request: 26/01/2012 Ship From: BCInc. Receipt to: AEL Warranty C-Status in CZ RMA to be delivered by: 09/02/2012 Print Packing List			
1	🟢 To be shipped	9VPA7WF5	SEAGATE	ST31000524AS
RMA#: AEL01204X3	Date of RMA request: 24/01/2012 Ship From: BCInc. Receipt to: AEL Warranty C-Status in CZ Date of Receipt: 25/01/2012			
1	⏳ Tested.Approved	N1161150507	CANYON	CNP-WF518N1

Screenshot 2:

ASBIS B2B Marketplace — my supplier: ASBISc Enterprises PLC — my company: Best Customer Inc. user: Best

ACTIONS E-SHOP MY BASKET MY ORDERS MY ACCOUNT WARRANTY AMD PLATFORMS MATRIX XML EXCHANGE MANUALS ✉ PRICELISTS

RMA PROCESSING OVERVIEW || CHECK THE WARRANTY STATUS || CREATE RMA REQUEST || HISTORY OF COMPENSATION ||

❓ Please select one of the statuses and click search. There is an option to get more information about RMA number, serial number and article if you make click on it.

⦿ All RMA Statuses ○ Open RMA requests ○ Approved RMA request ○ Service Center Debt ○ Resolved RMA request ○ Rejected Products

Date of RMA request from: 29/12/2011 till: 28/01/2012 RMA#: [   ] 🔍

Show 20 ▾ lines [1-3] Total 3 lines found

Line#	Line Statuses	Serial Number	Brand	Article
RMA#: AEL01204X1	Date of RMA request: 27/01/2012 Ship From: BCInc. Receipt to: AEL Warranty C-Status in CZ Approved to Scrap			
1	⏳ Scrap Approved	9VPA7WF5	SEAGATE	ST31000524AS
RMA#: AEL01204X3	Date of RMA request: 24/01/2012 Ship From: BCInc. Receipt to: AEL Warranty C-Status in CZ Date of Receipt: 25/01/2012			
1	✅ Compensated	N1161150507	CANYON	CNP-WF518N1

Screenshot 3:

ASBIS B2B Marketplace — my supplier: ASBISc Enterprises PLC — my company: Best Customer Inc. user: Best

ACTIONS E-SHOP MY BASKET MY ORDERS MY ACCOUNT WARRANTY AMD PLATFORMS MATRIX XML EXCHANGE MANUALS ✉ PRICELISTS

RMA PROCESSING OVERVIEW || CHECK THE WARRANTY STATUS || CREATE RMA REQUEST || HISTORY OF COMPENSATION ||

❓ Please select one of the statuses and click search. There is an option to get more information about RMA number, serial number and article if you make click on it.

⦿ All RMA Statuses ○ Open RMA requests ○ Approved RMA request ○ Service Center Debt ○ Resolved RMA request ○ Rejected Products

Date of RMA request from: 29/12/2011 till: 28/01/2012 RMA#: [   ] 🔍

Show 20 ▾ lines [1-3] Total 3 lines found

Line#	Line Statuses	Serial Number	Brand	Article
RMA#: AEL01204X1	Date of RMA request: 27/01/2012 Ship From: BCInc. Receipt to: AEL Warranty C-Status in CZ			
1	⊗ Rejected.Warranty Expired	9VPA7WF5	SEAGATE	ST31000524AS

5. <u>Other Options:</u>

5.1. <u>**RMA Processing Overview**</u> –> this screen is to monitor all of the statuses of RMA (**"All RMA Statuses"**, "**Open RMA requests**", "**Approved RMA request**", "**Service Center Debt**", "**Resolved RMA request**", "**Rejected Products**").

❓ Please select one of the statuses and click search. There is an option to get more information about RMA number, serial number and article if you make click on it.

⦿ All RMA Statuses ○ Open RMA requests ○ Approved RMA request ○ Service Center Debt ○ Resolved RMA request ○ Rejected Products

The radio buttons are to enable to filter the RMAs by stage of warranty process

5.2. **CHECK THE WARRANTY STATUS** –> you can check **if the faulty item is in warranty**.

please, input the Serial Number and push the Search sign (rightward)

5.3. **History of compensation**. **This screen comprises the full history of all products that were already compensated to your company.**

The **Compensation details** you can see in the pop-up window **by clicking on the Serial number** of the item:

pic. 1 – **Credit** warranty compensation

pic. 2 – **Replacement** warranty compensation

5.4. The click on the **link with Serial Number** opens **the history of this serial number** with compensation details (if this faulty item is already compensated) in the pop-up window