

# ASBIS RMA Procedure

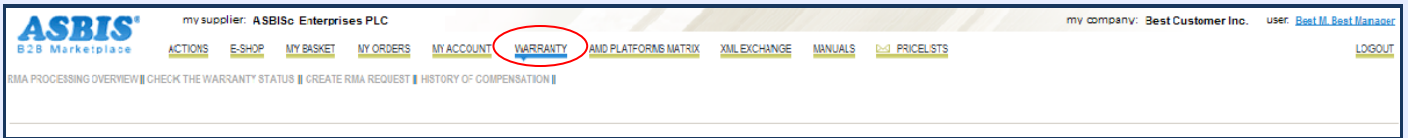
## E-WARRANTY

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

1. Go to web: [www.asbisme.ae](http://www.asbisme.ae), click on **SIGN IN** and enter your account details: **Login** and **Password** (See below on how to get account details).

The screenshot displays the ASBIS website interface. At the top, the ASBIS logo is on the left, and a navigation bar includes 'UNITED ARAB EMIRATES' and 'WORLDWIDE LOCATIONS' with a dropdown menu set to 'United Arab Emirates'. Below this is a horizontal menu with links: ABOUT ASBIS, ASBIS NEWS, MARKETING OFFERS, PRODUCTS, VENDORS, WARRANTY, GENERAL TERMS, CONTACT US, and CAREER. The main content area is titled 'E-SHOP' and features a large blue 'SIGN IN' button. Underneath the button are two links: 'Forgot password?' and 'Become our customer'. Below the sign-in section is a 'WHERE TO BUY' section with text: 'ASBIS supplies a wide range of IT products to its customers all over UAE. To find out retail store near you visit [ASBIS Resellers section](#)'. An inset browser window shows the sign-in form with fields for 'Login:' and 'Password:', a 'SIGN IN' button, and a 'Forgot your password?' link. The browser window title is 'https://www.it4profit.com - SIGN IN - ...'. The background of the website features a red racing car and the 'SAPPHIRE' logo.

Please, choose "Warranty"

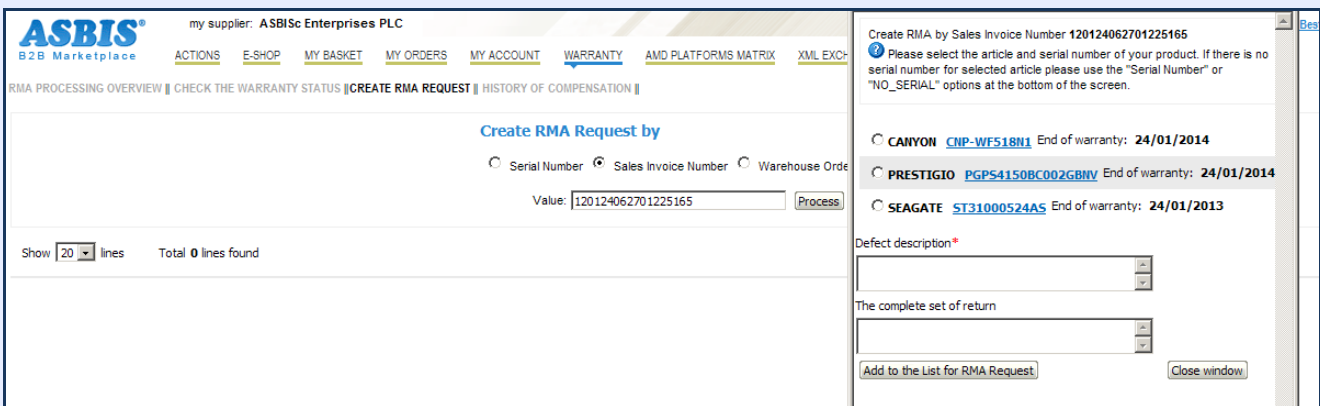
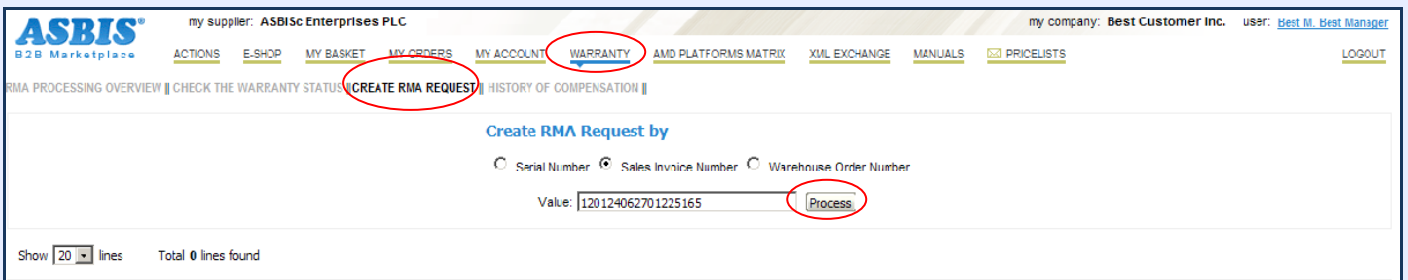


1. **Create RMA Request.** The customer is enabled to request RMA by **Serial Number, Sales Invoice Number, Warehouse Order Number.**

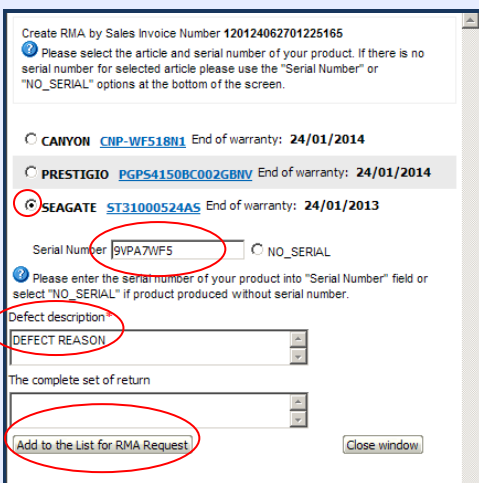
1.1. **Create RMA according to the Sales Invoice number:**

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   NO\_SERIAL

- input the **Defect description\***

DEFECT REASON

**“Add to the List for RMA Request”**

**ASBIS** B2B Marketplace my supplier: ASBISc Enterprises PLC my company: Best Customer Inc. user: Best M. Best Manager

[ACTIONS](#) [E-SHOP](#) [MY BASKET](#) [MY ORDERS](#) [MY ACCOUNT](#) [WARRANTY](#) [AMD PLATFORMS MATRIX](#) [XML EXCHANGE](#) [MANUALS](#) [PRICELISTS](#) [LOGOUT](#)

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

**Create RMA Request by**

Serial Number  Sales Invoice Number  Warehouse Order Number

Value:

Show  lines [1-1] Total 1 lines found

Service Center	Status	Warranty Expiry Date	Serial Number	Brand	Article	Invoice	Invoice Date	Defect: Description	
AEL Warranty	Appeal		9VPA7WF5	SEAGATE	ST31000524AS	120124062701225165	24/01/2012	DEFECT REASON	<input checked="" type="checkbox"/>

Actions for selected lines

**?** In order to create RMA request to your service center, please select the products that to be added to RMA request and click on Create RMA. The RMA request can be found in RMA Processing Overview.

Valid	Not Valid	Appeal	Duplicate
The serial number is in warranty. Create RMA option is enabled.	The serial number is out of warranty, invalid format or not supported by your service center. Create RMA option is disabled.	There is no assurance that serial number is in warranty or out of warranty. Create RMA option is enabled.	The serial number is already in the RMA request to your service center or in the validation list for RMA request. Please delete the line.

to Create RMA – please, put the checker “v” (rightward) and “**Create RMA**”

to Delete Line – If there was some mistake put the checker “v” (rightward) and “**Delete lines**”

my supplier: ASBISc Enterprises PLC my company: Best Customer Inc. user: Best Mana

ASBIS<sup>®</sup> B2B Marketplace ACTIONS E-SHOP MY BASKET MY ORDERS MY ACCOUNT WARRANTY AMD PLATFORMS MATRIX XML EXCHANGE MANUALS PRICELISTS LOGG

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

Create RMA Request by

Serial Number  Sales Invoice Number  Warehouse Order Number

Value:  Process

Show  lines [1-1] Total 1 lines found

Service Center	Status	Warranty Expiry Date	Serial Number	Brand	Article	Invoice	Invoice Date	Defect Description
AEL Warranty	Appeal					11225165	24/01/2012	DEFECT REASON

Select warehouse

Select your ship from location:

Best Customer Inc., , Miami, United States

In order to create RMA request to your service center, you must select a warehouse from the list below. The RMA request can be found in RMA Processing Overview.

Valid	Not Valid	Appeal	Duplicate
The serial number is in warranty. Create RMA option is enabled.	The serial number is out of warranty, invalid format or not supported by your service center. Create RMA option is disabled.	There is no assurance that serial number is in warranty or out of warranty. Create RMA option is enabled.	The serial number is already in the RMA request to your service center or in the validation list for RMA request. Please delete the line.

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

“NEXT”


my supplier: ASBISc Enterprises PLC my company: Best Customer Inc. user: Best M. Best B

ASBIS<sup>®</sup> B2B Marketplace ACTIONS E-SHOP MY BASKET MY ORDERS MY ACCOUNT WARRANTY AMD PLATFORMS MATRIX XML EXCHANGE MANUALS PRICELISTS LOGG

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

Please wait while data loading ...

Message from webpage

 RMA# AEL01204X1 was created

“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.

The screenshot shows the 'Create RMA Request by' form. The 'Serial Number' radio button is selected, and the value '313634406574' is entered in the text box. A 'Process' button is visible. A pop-up window titled 'Create RMA by Serial Number 313634406574' is overlaid on the form. The pop-up displays the following information:

- Sales Invoice Number: **63614516** Sales Invoice Date: **13/11/2006**
- LITE ON **SHM-165H6S-05C** End of warranty: **12/11/2008**
- Serial Number: **313634406574**
- Defect description\* (with a dropdown menu)
- The complete set of return (with a dropdown menu)
- 'Add to the List for RMA Request' button
- 'Close window' button

Please, input the **Defect description\***

**“Add to the List for RMA Request”**

When you created the RMA request – the RMA request status is **“Requested”**

The screenshot shows the 'RMA PROCESSING OVERVIEW' page in the ASBIS B2B Marketplace. The page title is 'RMA PROCESSING OVERVIEW' and it includes navigation links like 'CHECK THE WARRANTY STATUS', 'CREATE RMA REQUEST', and 'HISTORY OF COMPENSATION'. Below the navigation, there are radio buttons for 'All RMA Statuses', 'Open RMA requests', 'Approved RMA request', 'Service Center Debt', 'Resolved RMA request', and 'Rejected Products'. The 'All RMA Statuses' radio button is selected. A search filter shows 'Date of RMA request from: 26/12/2011 till: 25/01/2012 RMA#:'. Below the search, it says 'Show 20 lines [1-3] Total 3 lines found'. A table displays the RMA requests:

Line #	Line Statuses	Serial Number	Brand	Article
1	Requested	N1161153507	CANYON	CNP-WF518N1
1	Requested	GPS4G011911249	PRESTIGIO	PCPS4150DC02GDNV
1	Requested	SVPA7WFS	SEAGATE	ST31000524AS

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

**AEL YYYYww X N<sub>o</sub>**

YYY = the Year when RMA request created (now is 012)

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

N<sub>o</sub> = 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”**

The screenshot shows the ASBIS B2B Marketplace interface. At the top, it displays 'my supplier: ASBISc Enterprises PLC' and 'my company: Best Customer Inc. user: Best Manager'. The main navigation bar includes 'ACTIONS', 'E-SHOP', 'MY BASKET', 'MY ORDERS', 'MY ACCOUNT', 'WARRANTY', 'AMD PLATFORMS MATRIX', 'XML EXCHANGE', 'MANUALS', 'PRICELISTS', and 'LOGOUT'. The 'WARRANTY' section is active, showing a 'PROCESSING OVERVIEW' with options to 'CHECK THE WARRANTY STATUS', 'CREATE RMA REQUEST', and 'HISTORY OF COMPENSATION'. Below this, there are radio buttons for 'All RMA Statuses', 'Open RMA requests', 'Approved RMA request', 'Service Center Debt', 'Resolved RMA request', and 'Rejected Products'. A search area includes 'Date of RMA request from: 28/12/2011 till: 27/01/2012' and an 'RMA#' field. A table lists RMA requests with columns for 'Line#', 'Line Statuses', 'Serial Number', 'Brand', and 'Article'. The first row for RMA# AEL01204X1 has a 'Delete' button circled in red. A modal dialog box is open over this row, asking 'Do you want to delete this RMA request? Click OK to continue or Cancel to stop.' with 'OK' and 'Cancel' buttons, where 'OK' is also circled in red.

- 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.

The screenshot shows the ASBIS B2B Marketplace interface, similar to the previous one. The 'WARRANTY' section is active. The table lists RMA requests. The first row for RMA# AEL01204X1 now shows a status of 'To be shipped' circled in red. The 'Date of RMA request' is '26/01/2012' and 'Ship From: BCInc. Receipt to: AEL Warranty C-Status in CZ'. A 'Print Packing List' link is visible next to the 'Date of RMA request'. The other rows remain the same as in the previous screenshot.

and the notification with the **Subject: “RMA# AEL YYYYww X # processed”**

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

Export-AEL01204X2.csv - Microsoft Excel

Главная Вставка Разметка страницы Формулы Данные Рецензирование Вид Настройки

Вставить Буфер обмена Шрифт Выравнивание Число

R2C2 AEL01204X2

	1	2	3	4	5	6	7
1							
2	RMA#	AEL01204X2					
3	Status	Processed.Shipment Approved					
4	#	SN	Article	Manufacturer	End of Warranty	Status	Notes
5	1	GPS46811911249	PGPS4150BC002GBNV	PRESTIGIO		To be shipped	
6							
7							

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**

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

Show 20 lines

Line#

RMA #: [AEL01204](#)

RMA #: [AEL01204](#)

RMA #: [AEL01204](#)

RMA #: [AEL01204](#)

Print

**RMA Shipment Info**  
 RMA Code: AEL01204X1  
 Best Customer Inc.  
 Whs from: BCInc.  
 Shipment Approval Expiry Date: 09/02/2012

Supplier: ASBISc Enterprises PLC  
 Whs to: AEL Warranty C-Status in CZ  
 Address: 25101 Říčany Jazlovce ASBISc Enterprises PLC, Agency Prague Organizacni slozka, Na Dlouhem 78

Print Packing List

Line # in RMA	Manufacturer	Article	Serial Number
1	SEAGATE	ST31000524AS	9VPA7WF5

Brand Article

SEAGATE [ST31000524AS](#)

CANYON [CNP-WF518N1](#)

PRESTIGIO [PGPS4150BC002GBNV](#)

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)

<i>RMA Request Status</i>	<i>Meaning</i>	<i>Actions</i>
<b>“Requested”</b>	when you created the RMA request	ASBIS post-sale customer service specialists are checking if the faulty goods you requested by you in warranty
<b>“To be shipped”</b>	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
<b>“Scrap approved”</b>	ASBIS post-sale customer service specialists approved faulty goods under this RMA # for <b>scrap</b>	<ul style="list-style-type: none"> <li>- destroy these faulty goods locally</li> <li>- make the photo report (the point of destruction is clearly visible; the name of the photo=serial number of destroyed item)</li> <li>- send this photo report to e-mail: <a href="mailto:AELWarranty@asbis.com">AELWarranty@asbis.com</a></li> </ul>
<b>“Rejected”</b>	faulty goods are <b>Out of Warranty</b> and <b>Rejected</b>  the <b>Reason of rejection</b> is specified and can be: “Warranty Expired”, “Non-ASBIS product”, etc.	Please, do <b>NOT</b> ship the <b>rejected faulty goods</b> ; These <b>rejected</b> faulty goods will <b>NOT</b> be accepted by ASBIS warranty warehouse
<b>“Tested. Approved”</b>	faulty goods under this RMA # were <b>received</b> at ASBIS warranty warehouse, <b>tested</b> and <b>approved for compensation</b> to you	<i>for example RMA# <a href="#">AEL01204X3</a> on the above pic. is already received at ASBIS warranty warehouse, tested and approved for compensation</i>
<b>“Compensated”</b>	faulty goods under this RMA # were compensated by ASBIS to your company	compensation types: <b>Replacement</b> or <b>Credit</b>

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



my supplier: ASBISc Enterprises PLC my company: Best Customer Inc. user: Best Mana

ASBIS B2B Marketplace ACTIONS E-SHOP MY BASKET MY ORDERS MY ACCOUNT WARRANTY AMD PLATFORMS MATRIX XML EXCHANGE MANUALS PRICELISTS LOGO

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: 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 <a href="#">Print Packing List</a>			
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

my supplier: ASBISc Enterprises PLC my company: Best Customer Inc. user: Best

ASBIS B2B Marketplace 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 <a href="#">Approved to Scrap</a>			
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

my supplier: ASBISc Enterprises PLC my company: Best Customer Inc. user: Best

ASBIS B2B Marketplace 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. Other Options:

5.1. **RMA Processing Overview** → 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

ASBIS® B2B Marketplace my supplier: ASBISc Enterprises PLC my company: Best Customer Inc. user: Best M. Best Man

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

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: 26/12/2011 till: 25/01/2012 RMA#:

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

Line#	Line Statuses	Serial Number	Brand	Article
RMA#: <a href="#">AEL01204X3</a>	Date of RMA request: 24/01/2012 Ship From: DCCZ Receipt to: AEL Warranty C-Status in CZ RMA to be delivered by: 07/02/2012 <a href="#">Print Packing List</a>			
1	To be shipped	<a href="#">N1161150507</a>	CANYON	<a href="#">CNP-WF518N1</a>
RMA#: <a href="#">AEL01204X2</a>	Date of RMA request: 24/01/2012 Ship From: DCCZ Receipt to: AEL Warranty C-Status in CZ RMA to be delivered by: 07/02/2012 <a href="#">Print Packing List</a>			
1	To be shipped	<a href="#">GPS46811911249</a>	PRESTIGIO	<a href="#">PGPS4150BC002GBNV</a>
RMA#: <a href="#">AEL01204X1</a>	Date of RMA request: 24/01/2012 Ship From: DCCZ Receipt to: AEL Warranty C-Status in CZ RMA to be delivered by: 07/02/2012 <a href="#">Print Packing List</a>			
1	To be shipped	<a href="#">9VPA7WF5</a>	SEAGATE	<a href="#">ST31000524AS</a>

**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)

ASBIS® B2B Marketplace my supplier: ASBISc Enterprises PLC my company: Best Customer Inc. user: Best M. Best Manager

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

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

Please enter Serial Number and do Search.

Serial Number:

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

Serial Number	End of warranty	Brand	Article	Sales Invoice Number	Sales Invoice Date
2GH56TTS	In Warranty. Warranty expiry date 25/02/2013	SEAGATE	<a href="#">S3902504EXD101-RK</a>		

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

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

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

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

There is an option to get more information about RMA number, serial number and article if you make click on it.

Requested Serial Number:  Replacement Serial Number:  Warehouse Order Number:  Credit Note Number:

Compensation date from: 29/12/2011 till: 28/01/2012

Show 20 lines [1-2] Total 2 lines found

Line#	Line Statuses	Serial Number	Article	Replacement Serial Number	Replacement Article	Warehouse order	Credit Note	Credit Note Price	Date of Compens
RMA#: <a href="#">AEL01204X3</a>	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	<a href="#">N1161150507</a>	<a href="#">CNP-WF518N1</a>				CN270112BC-AI	CYP 2.49	27/01/2012
RMA#: <a href="#">AEL01204X2</a>	Date of RMA request: 24/01/2012 Receipt to: AEL Warranty C-Status in CZ								
1	Compensated	<a href="#">GPS46811911249</a>	<a href="#">PGPS4150BC002GBNV</a>	COMPENSATION_SN4WO	PGPS4150BC002GBNV	1108224		59.09	27/01/2012

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

my supplier: ASBISc Enterprises PLC my company: Best Customer Inc. user: Best

ASBIS B2B Marketplace 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

There is an option

Requested Serial Number: Replacement Serial Number:

Show 20 lines [1-2] Total 2 lines found

Line#	Line Statuses	Serial Number
RMA#: AEL01204X3	Date of RMA reqs: 24/01/2012 Ship From: BCInc. Rece	
1	Compensated	N1161150507
RMA#: AEL01204X2	Date of RMA reqs: 24/01/2012 Receipt to: AEL Warri	
1	Compensated	GPS46811911249

**Detail Info - Windows Internet Explorer**

RMA#: AEL01204X3  
RMA Date: 24/01/2012  
Date of Receipt: 25/01/2012

**Defective product history**

Serial Number: N1161150507  
Article: CNP-WF518N1  
Warranty expiry Date:  
Warranty Type: Residual  
Sales Invoice Number: 120124062701225165  
Sales Invoice Date: 24/01/2012

**Compensation History**

Replacement Serial Number: N1161150507  
Replacement Article: CN270112BC-AI  
Credit Note number: CYP 2.49  
Date of Credit Note: 27/01/2012  
Replace/Repair Doc Number:  
Date of Replacement/Repair:

Failure description: DEFECTIVE REASON  
The complete set of return:

Credit Note	Credit Note Price	Date of Comp
0112BC-AI	CYP 2.49	27/01/2012
	59.09	27/01/2012

pic. 2 – **Replacement** warranty compensation

my supplier: ASBISc Enterprises PLC my company: Best Customer Inc. user: Best Mar

ASBIS B2B Marketplace 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

There is an option

Requested Serial Number: Replacement Serial Number:

Show 20 lines [1-2] Total 2 lines found

Line#	Line Statuses	Serial Number
RMA#: AEL01204X3	Date of RMA reqs: 24/01/2012 Ship From: BCInc. Rece	
1	Compensated	N1161150507
RMA#: AEL01204X2	Date of RMA reqs: 24/01/2012 Receipt to: AEL Warri	
1	Compensated	GPS46811911249

**Detail Info - Windows Internet Explorer**

RMA#: AEL01204X2  
RMA Date: 24/01/2012  
Date of Receipt:

**Defective product history**

Serial Number: GPS46811911249  
Article: PGPS4150BC002GBNV  
Warranty expiry Date:  
Warranty Type: Residual  
Sales Invoice Number: 120124062701225165  
Sales Invoice Date: 24/01/2012

**Compensation History**

Replacement Serial Number: COMPENSATION\_SN4WO  
Replacement Article: PGPS4150BC002GBNV  
Credit Note number: CYP 2.49  
Date of Credit Note: 27/01/2012  
Replace/Repair Doc Number: SO#AEL15564927,WO#1108224  
Date of Replacement/Repair: 27/01/2012

Failure description: DEFECTIVE REASON  
The complete set of return:

Credit Note	Credit Note Price	Date of Comp
CYP 2.49		27/01/2012
	59.09	27/01/2012

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

The screenshot displays the ASBIS B2B Marketplace interface for RMA processing. The main window is titled "RMA PROCESSING OVERVIEW" and shows details for RMA # AEL01204X1, dated 24/01/2012. It is divided into two main sections: "Defective product history" and "Compensation History".

**Defective product history:**

- Serial Number: 9VPA7WF5
- Article: ST31000524AS
- Warranty expiry Date: [blank]
- Warranty Type: Residual
- Sales Invoice Number: 120124062701225165
- Sales Invoice Date: 24/01/2012
- Failure description: DEFECT REASON
- The complete set of return: [blank]

**Compensation History:**

- Replacement Serial Number: [blank]
- Replacement Article: [blank]
- Credit Note number: [blank]
- Credit Note Price: [blank]
- Date of Credit Note: [blank]
- Replace/Repair Doc Number: [blank]
- Date of Replacement/Repair: [blank]

Below these sections, there is a table of RMA lines. The first line is highlighted with a red circle and contains the serial number 9VPA7WF5, which is also circled in red in the original image. The table shows the RMA status as "To be shipped".

**RMA Lines Table:**

Line#	RMA#	Status
1	AEL01204X3	To be shipped
1	AEL01204X2	To be shipped
1	AEL01204X1	To be shipped

The right-hand side of the interface shows a navigation menu with options like "FORMS MATRIX", "XML EXCHANGE", "MANUALS", and "PRICELISTS". Below this, there is a search area for RMA numbers and a table of RMA items. The table includes columns for Serial Number, Brand, and Article. The first row shows a serial number 61150507, brand CANYON, and article CNP-WF518N1. The second row shows a serial number GPS46811911249, brand PRESTIGIO, and article PGPS4150BC002GBNV. The third row shows a serial number 9VPA7WF5, brand SEAGATE, and article ST31000524AS.