RMA Web Interface USER MANUAL

1. Introduction

Data Respons introduced a new RMA Web Interface for our customers in October 2013. This User Manual explains how to access and use the menus in this interface when you need to register return of products for repair or upgrade.

It is recommended that you use the newest versions of Chrome, Firefox or Safari for browsing the RMA Web Interface. Internet Explorer 10 has a known bug that may disable important features of the RMA Web Interface, and is not recommended.

You can download the recommended browsers here:

Chrome: https://www.google.com/intl/en/chrome/

Firefox: https://www.mozilla.org/firefox/

Safari: https://support.apple.com/downloads/safari

2. How to enter the RMA Web Interface

Open the Data Respons website at https://datarespons.solutions/support-rma/ and scroll down to the bottom of the web page and click "Support/RMA" to enter the RMA start page.

Alternatively, you can access directly using the link: https://datarespons.solutions/support-rma/

RMA service

Data Respons' RMA service is an extranet solution for our customers. This service is currently available for customers in the regions below.
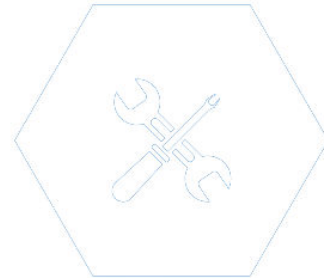
RMA WEB INTERFACE LOGIN

DATA RESPONS SOLUTIONS

Please log in **here** to access the RMA service for

- **Data Respons Solutions AS (Norway)**
- **Data Respons Solutions AB (Sweden)**
- **Data Respons Solutions A/S (Denmark)**
- **Data Respons Solutions GmbH (Germany)**

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Only in Germany: Please send all none-RMA support requests by e-mail to **support-de@datarespons.de**

Click the blue "here" under DATA RESPONS SOLUTIONS or click on the "RMA WEB INTERFACE LOGIN" button to log in, and the RMA Login window will appear.
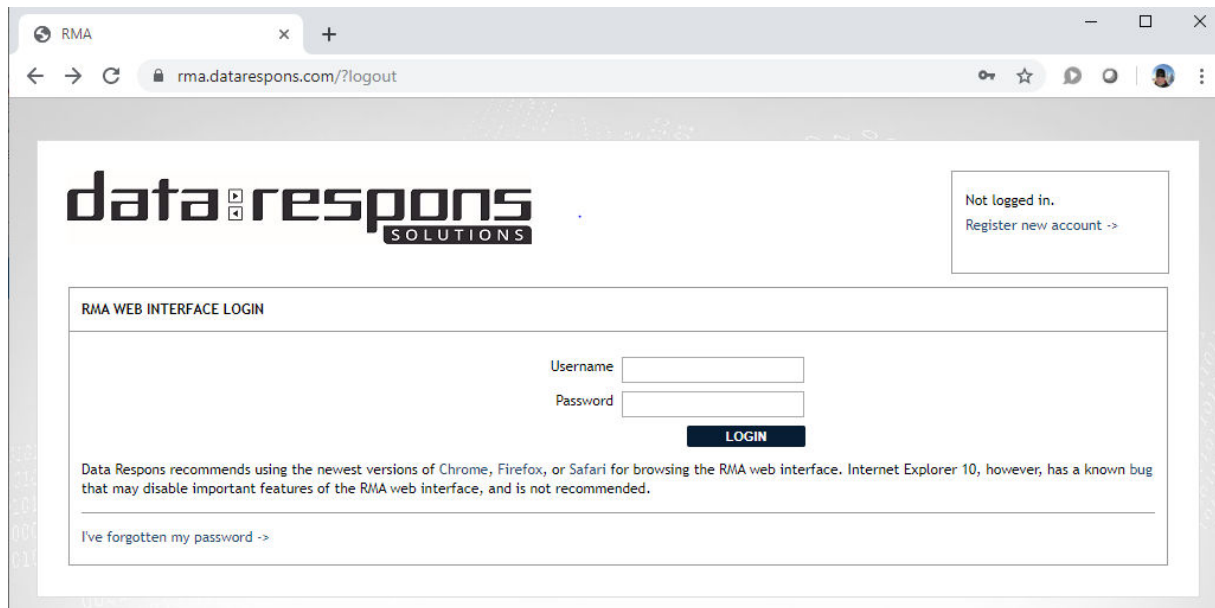
If you are a registered user in the RMA system, enter your username and password and click "Login". Then go to ch. 5 in this manual. If you were a registered user in the old version of the RMA system from before October 2013, you will have to establish a new account (see ch. 4). The old account is not valid in the new version of the RMA system from October 2013.
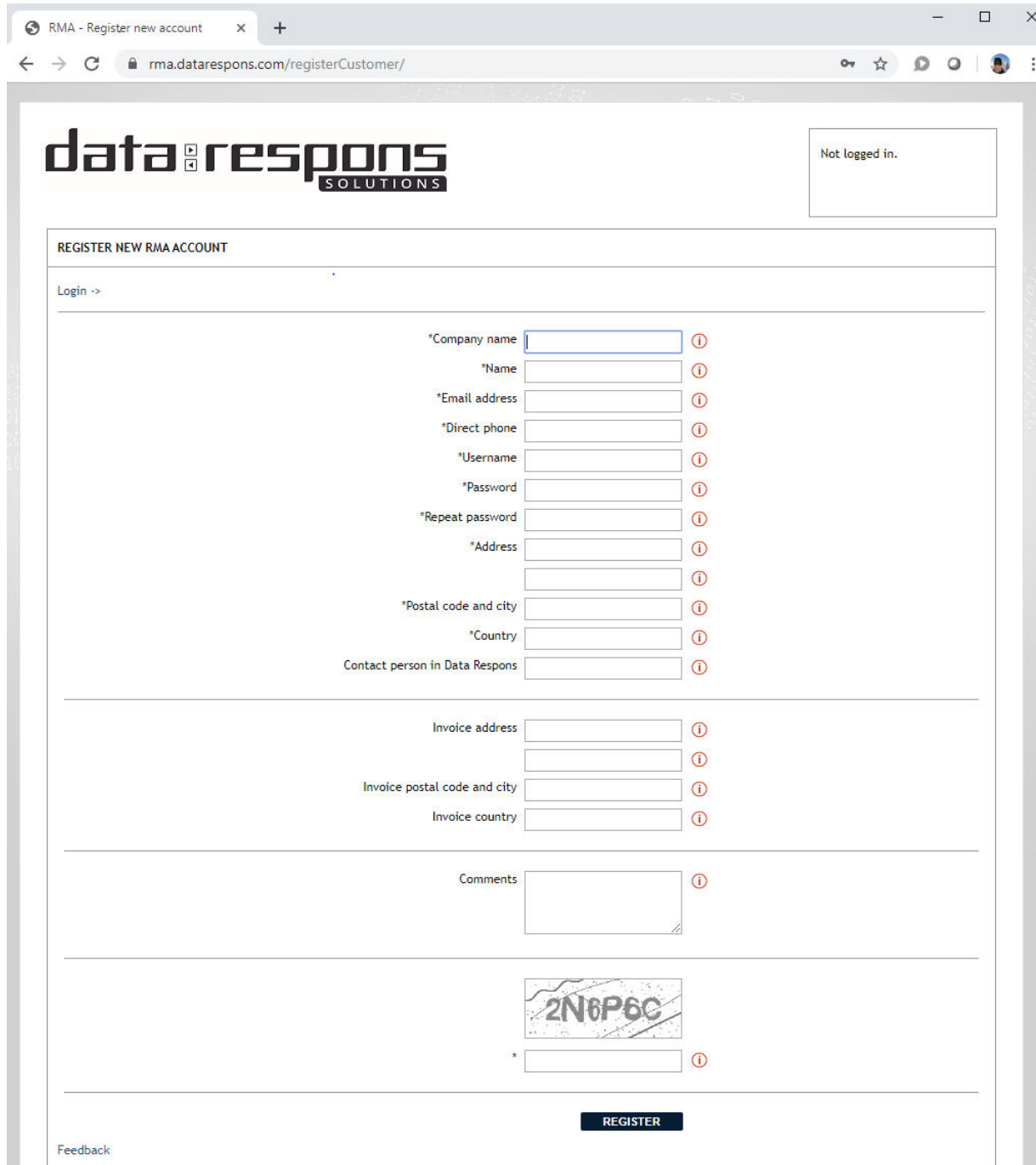
3. Forgotten password

If you are a registered user, but have forgotten your password, click "I've forgotten my password" in the lower left corner. Then you will enter the Forgotten Password window.
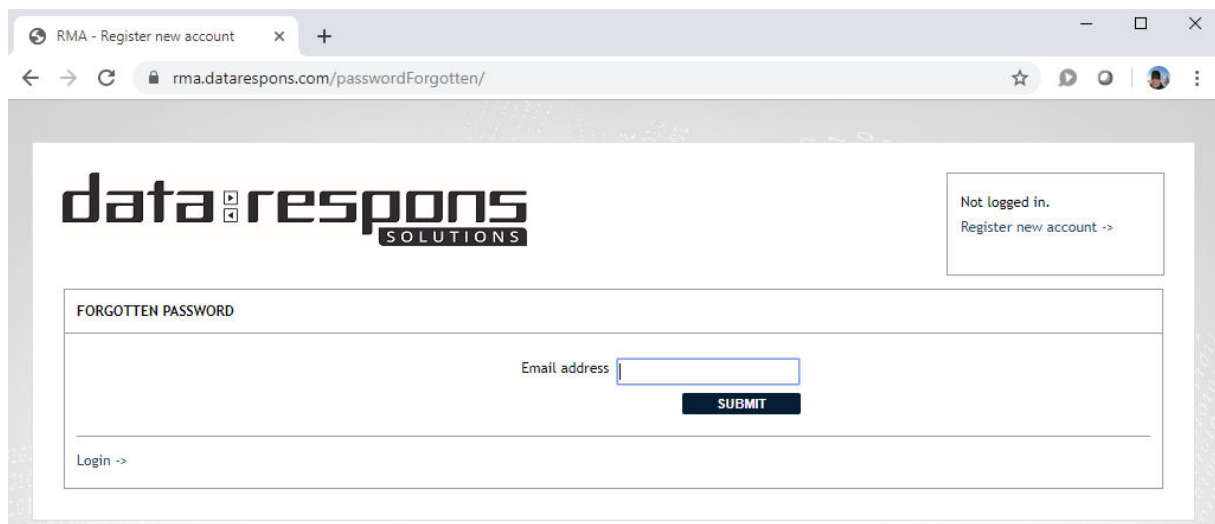
Enter your email address and click Submit. A new password will be sent to your email. If your email could not be found in our RMA system, please consider to register a new account by clicking in the upper right corner.

4. Register new account

If you are a new user in our RMA system, you must register a new account. Fill in information in the Register New Account window. Fields marked with a star (*) are mandatory. Explanations to the fields are when you click the red information icons to the right, as well as below in this manual.

Company name: The name of your company

Name: Your name

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Email address: Your email address or your company's common email address for RMAs. This email address will be used to inform you when your account is validated, when you request a new password and to confirm a registered an RMA.

Direct phone: Your phone number

User name: The user name you select for your user

Password: The password you select

Repeat password: Insert the same password to confirm the password

Address: The street or postal address of your company

Postal code and city: The postal code and city for your company

Country: the country where your company is located

Contact person in Data Respons: If you have a specific contact person in Data Respons, you can insert the name (not mandatory)

Invoice address: The street or postal address of your company where invoices for the RMAs can be sent

*Invoice postal code and city*: The postal code and city of the invoice address

Invoice country: The country for the invoice address

Comments: If you have any comments to your RMA user account or information given above, insert it here.

"Scrambled text": Security check: Insert the letters that you see in the frame above.

When all fields are filled in, click Register at the bottom of the window.

You receive a confirmation:
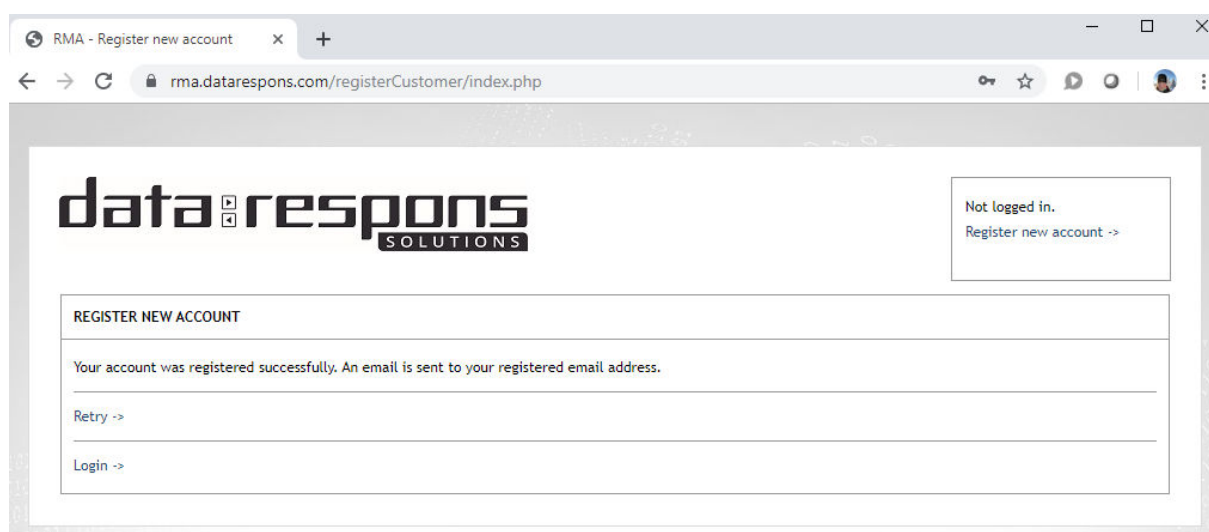
You will receive an email with information that your account will be validated, and you will be noticed as soon as it is ready for use. This is a manual task by our operator and may take up to one working day.

5. Logging in

You log in by entering your username and password in the Login window. If you have forgotten your password, click "I've forgotten my password", and a new password will be sent to you on email (see ch. 3).

When you are logged in, this window will appear:
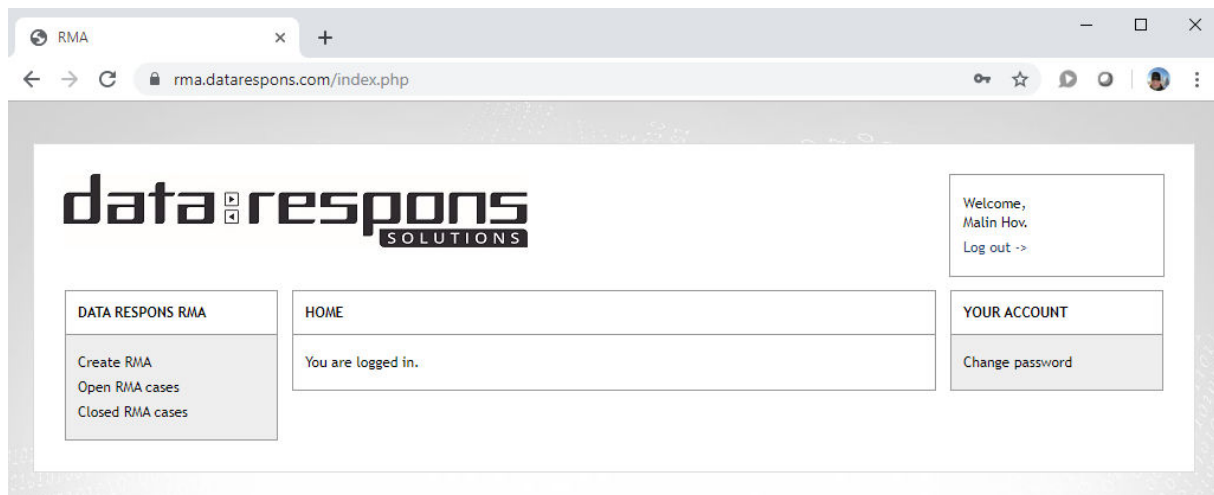
From the menu on the left, you can choose to:

- Create an RMA
- View open RMA cases
- View closed RMA cases

6. Create an RMA

When you click the Create RMA from the menu on the left, the Create RMA window will appear.

The information registered on shipping and invoice address are displayed in the upper half of the window. You can change the information by clicking Change.

In the lower half of the window, you must enter the information on your RMA case. Fields marked with a star (*) are mandatory. Enter your reference number, a short product description and the number of units returned for RMA (quantity).

If only one unit is returned, you can enter the serial number. If more than one unit are returned, the serial numbers can be specified in an attachment in a separate file.

Enter return information describing the problem as detailed as possible. Some keywords of useful information can be found by clicking the information icon to the right. You should at least describe

the situation when the problem occurred, runtime before it occurred, repeatability and installation environment.

If you want to attach documents (serial number list, test results, logs, pictures) click the Browse button and select the file. The allowed file types are indicated to the left. If you have more than one file with information, generate a .zip file.

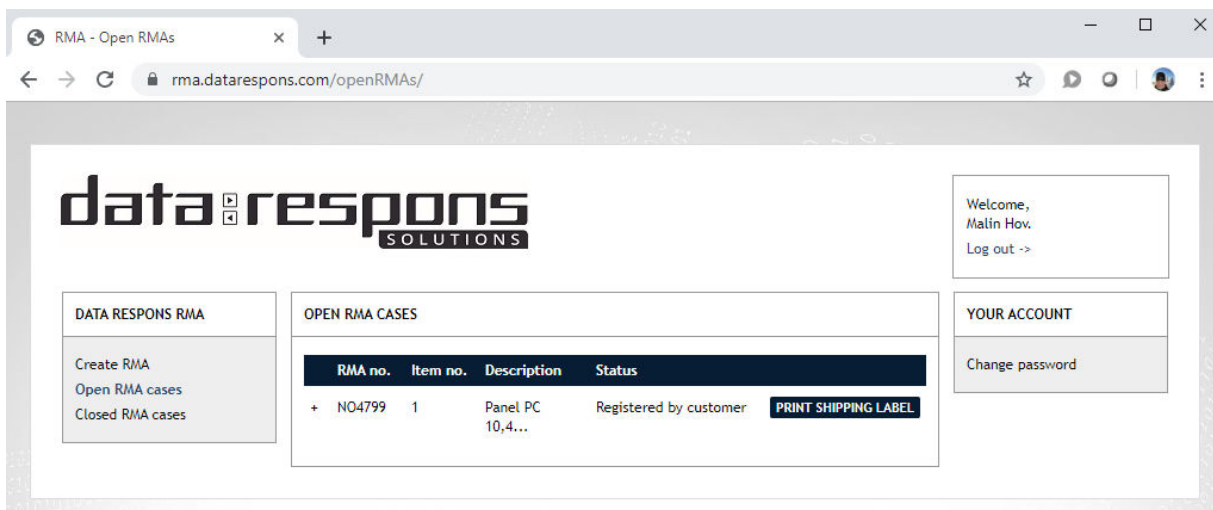When all information is inserted, click Create RMA.

The RMA case will then appear on the right side of the window.

You can continue to register more RMA cases in the same window. They will be listed to the right.

7. View open RMA cases

When you select Open RMA cases from the menu at the left, all open RMA cases for your company/site are listed, with a separate line for each item. If you click Print Shipping Label to the right in the list, a label with RMA number and shipping address, is displayed. You can print this and attach it to the shipment of your RMA items.

Click the + to the left of the RMA number in the list, to expand the information you provided for the RMA case.
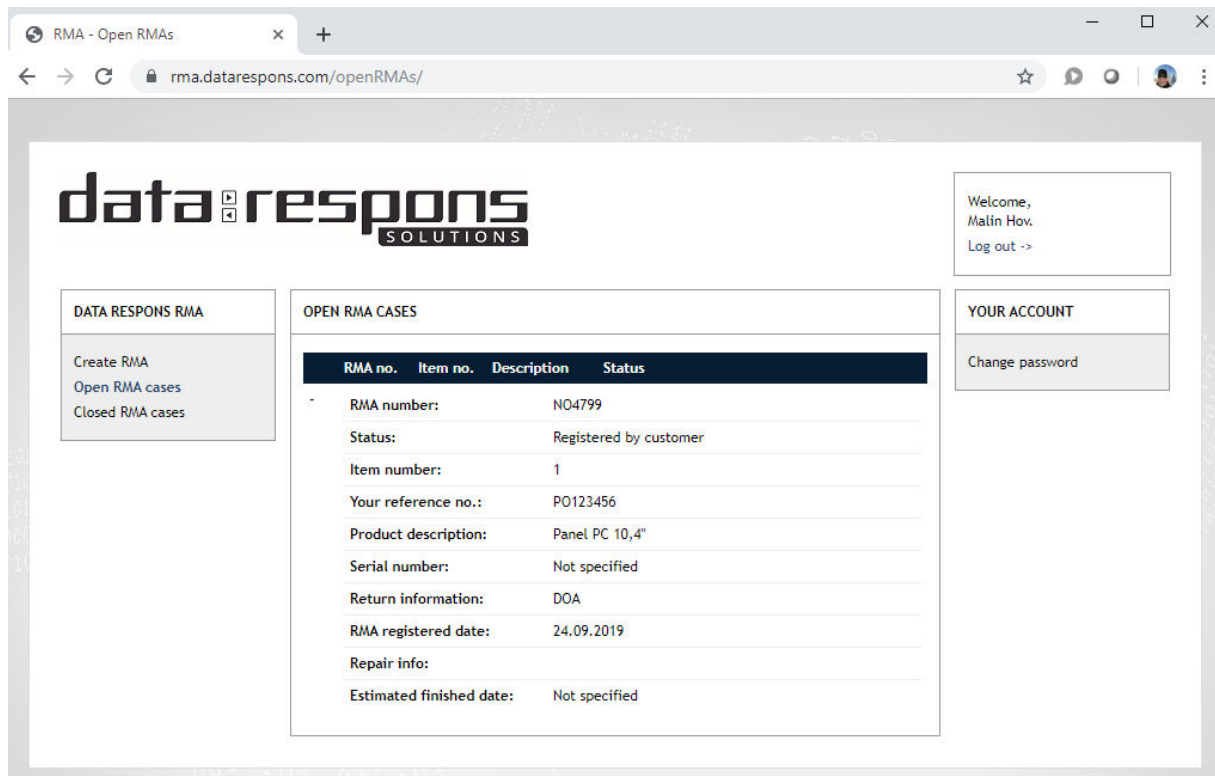
8. View closed RMA cases

When you select Closed RMA cases from the menu at the left, all closed RMA cases for the last 6 months for your company/site are listed with a separate line for each item.

9. Logging out

When you have finished your tasks, log out by clicking Log out in the upper right corner.