



## Appendix 2 to the ACD RMA Portal

### Add Process

Version: 1.00



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# 1 Screen for Creating an Order

To create an order, click on "Add process" in the menu bar.  
A new RMA can be created here.



## Add process

**PROCESS INFORMATION**

Please select the destination for your return! \*

ACD Elektronik

Please select the article type! \*

Device

Complaint number

Process number

Responsible person

Mr. Andrew Samplename

Phone

**ERROR TEMPLATES**

To use a template, drag it onto the corresponding article!

**ARTICLE #1**

Serial number

Complaint number

Process number

Reason for return \*

Please select...

Error description \*

Attach files

Drag files here

Save fault as template:

Add item Complete process



## 2 Order Information

### 2.1 Preassigning the user data

When a new order is created, some fields in the order information are already filled in based on the user data you have stored. This includes the destination to which your return will be addressed. If the destination is different, it must be adjusted.

### 2.2 Article type

The device is preassigned. If it is different, the selection must be adjusted. If you change the item type, a different input screen appears depending on the selection.

When selecting **device**: preferably indicate the serial number.

When selecting a **Circuit Board** or **Accessories**: preferably indicate the item number or customer item number and quantity

### 2.3 Complaint number

Your own complaint number can optionally be indicated here. It will be printed as a reference on our documents for each item of the RMA. If you enter a different complaint number for the individual items (see section 3.2), the complaint number from 2.3 (the RMA header) will be overwritten.

### 2.4 Process number

You can enter an additional customer-specific process number here. It will be printed as a reference on our documents for each item of the RMA. If you enter a different process number for the individual items (see section 3.3), the process number from 2.4 (the RMA header) will be overwritten.

#### PROCESS INFORMATION

Please select the destination for your return! \*

ACD Elektronik ▼

Please select the article type! \*

Device ▼

Complaint number

Process number

Responsible person

Mr. Andrew Samplename

Phone



### 3 Creating an Item for a Device

ARTICLE #1 ^

**Serial number**

**Complaint number**

**Process number**

**Reason for return \***

Please select... ▼

**Error description \***

! + Add fault

**Attach files**

📎 + Drag files here

Save fault as template:

Add item

Complete process

#### 3.1 Serial number

Serial number field: Enter the unique serial number of the device without any dots, spaces or special characters here. Our serial numbers usually consist of twelve digits.

#### 3.2 Complaint number

You can enter your own complaint number for the item here. It will be printed as a reference on our documents for the item.

#### 3.3 Process number

You can enter an additional customer-specific process number for the item here. It will be printed as a reference on our documents for the item.

#### 3.4 Reason for return

This is a mandatory field and must be entered for each serial number. The reason for the return can be selected from a drop-down menu.



### 3.5 Error description

You can easily add a description of the errors by clicking the "Add fault" button here. Clicking the button opens a window with predefined error descriptions that you can easily select. You can also describe the error in your own words in free text fields.

The error selection is device-related and is displayed accordingly.

ADD FAULT ✕

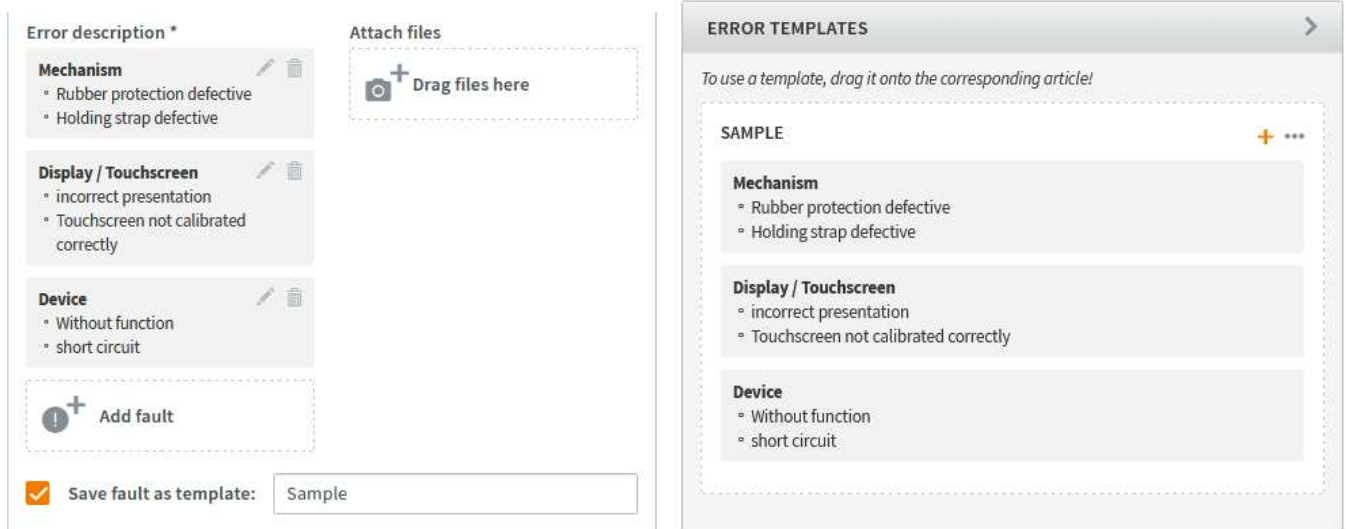
Mechanism	<input type="checkbox"/> Housing defective	
Keyboard	<input type="checkbox"/> Battery cover defective	
Radio / WLAN	<input type="checkbox"/> Rubber protection defective	
Contacts	<input type="checkbox"/> Holding strap defective	
Scannerkeys / Keys	<input type="checkbox"/> loose parts in the device	
Display / Touchscreen	<input type="checkbox"/> fall damage	
Scanner	<input type="checkbox"/> water or fluid damage	
Electrical function		
PCB		
Remark / Other		
Device		
Software bug		
Bluetooth		
Battery		
No power		

Cancel Save data



### 3.5.1 Error templates

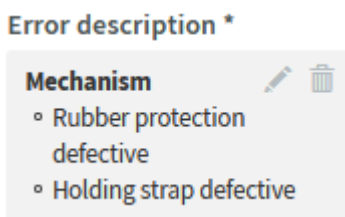
If you want to save a recurring error pattern to use it for future returns, you can activate checkbox "Save fault as template" and enter a name for the template. The error template is then saved directly in the Error templates menu.



The error templates can then be used immediately for further items and orders simply by dragging the error template and dropping it onto the "Add error" button.

### 3.5.2 Editing/deleting error descriptions

By clicking on the pencil on the respective error description, you can easily edit an error in the order. If the error originates from an error template, the template will not be affected by this, so that you can adapt your error template to the order. You can also delete an error directly in the order. This also has no effect on the error template.





### 3.5.3 Editing or adding error templates

Clicking on the dots in an error template opens a context menu you can use to select the options "Edit template," "Rename template" or "Delete template."



### 3.5.4 Creating an RMA item from an error template

You can click on " + " in an error template to add a new RMA item to the order. It will then contain the stored error pattern from the error template.





### 3.6 Attachments

If you also want to add attachments such as photos or logs to an order, you can drag them from the Explorer and drop them into the order. You can also click on the "Drag files here" field to open an Explorer window where the files can be selected.

### 3.7 Adding an item

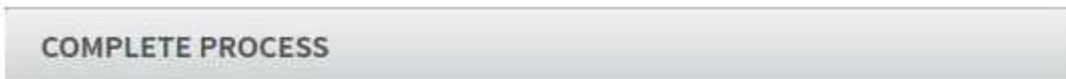
Once the first item has been completely created, items with the same RMA number/consignment can be entered by clicking the "Add item" button



## 4 Completing the order

Once the order has been completely created, the entry of the RMA order can be completed by clicking on the "Complete process" field. The data is then transmitted directly to the appropriate repair location.

You will be automatically forwarded to the next step "Complete process."



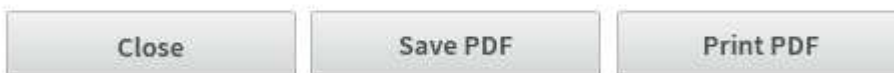
Your process has been created. Do you want to request a pickup by UPS?



Customers participating in our UPS shipping service have the option of ordering shipping or collection by UPS with "Ship via UPS." Details can be found in an additional documentation appendix to the RMA. You can continue without involving UPS with the "No thanks" button:



Please print your shipping label and packing slip and include it in your shipment.



You can use the shipping label to address your package to us from the outside. The accompanying document, on the other hand, must be printed out and placed in the package. It can also be accessed at any time later under "My processes" in the respective RMA using the "☰" context menu.