



## Appendix 3 to the ACD RMA Portal Process Management

Version: 1.00



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# 1 Easy Overview of Orders and Devices

This screen gives you an overview of your RMA orders. With the integrated search function below the menu bar you can easily browse and manage your orders.

Each column of the RMA overview has a sorting function that is triggered simply by clicking on the triangle symbols.

You can click on the "+" or "-" field to expand or collapse the respective RMA order in the short overview.

Click on the ... button to select options "Process details" or "Generate shipping label."

The screenshot shows the ACD RMA Portal interface. At the top is a navigation bar with the following items: ACD RMA Portal logo, DASHBOARD, ADD PROCESS, MY PROCESSES (highlighted in orange), USER ADMINISTRATION, HELP, and user information (Andrew Samplename, EN). Below the navigation bar is a section titled "My processes" containing a search input field with the placeholder "Search for names, numbers, companies, data etc....", a "Created at" date range selector, an "Order status" dropdown menu set to "Show all", and an orange "Search" button.

Below the search filters is a table of RMA orders. The table has columns: RMA-Number, Order item, Account, Created at, Responsible person, Order status, and an action column with a minus sign, a plus sign, and a three-dot menu. The first row is expanded, showing a sub-table with columns: Article, Quantity, Reason for return, Status, Order status, and Attachment. The first row of the sub-table has a minus sign and a refresh icon. The first row of the main table has a minus sign and a refresh icon. The first row of the sub-table has a plus sign and a refresh icon. The first row of the main table has a plus sign and a refresh icon. The first row of the sub-table has a plus sign and a refresh icon. The first row of the main table has a plus sign and a refresh icon.

	RMA-Number	Order item	Account	Created at	Responsible person	Order status	
-	RMA307789	1	ACDUS	2020-10-26 09:51	Mr. Andrew Samplename	Created	...
	Article	Quantity	Reason for return	Status	Order status	Attachment	
			Defect	Defect	Created	No attachments	Go to process details Generate shipping label
+	RMA303589	1	ACDElektronik	2020-09-30 11:22	Andreas Mustermann	Created	...
+	RMA303587	1	ACDElektronik	2020-09-30 11:22	Hans Mayer	Created	...
+	RMA303585	1	ACDElektronik	2020-09-30 11:22	Andreas Mustermann	Created	...
+	RMA303583	1	ACDElektronik	2020-09-30 11:22	Andreas Mustermann	Created	...

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## 2 Order Details View

You can access the order details of a single RMA via the context menu mentioned previously with the "..."  
button. This gives you an overview of complete details of the RMA order with the devices recorded for it. The  
option of printing the shipping label afterwards is available again here.

ACD RMA Portal | DASHBOARD | ADD PROCESS | MY PROCESSES | USER ADMINISTRATION | HELP | Andrew Samplename | EN

### Process information

Generate shipping label

RMA-Number	RMA307791
Site	ACD USA
Product type	Device
Responsible person	Mr. Andrew Samplename
Phone	
Account	ACDUS (Andrew Samplename)
Created at	2020-10-26 11:21

### Article #1

Serial number	163000000
Error description	Mechanism Display / Touchscreen Device - Without function - short circuit
Order status	Created
Status	
Reason for return	Defect
Created at	2020-10-26 11:21



### 3 Estimates Approval

The repair of your return may require your consent to carry out the repair. In such cases, a cost estimate is assigned to the corresponding device.

#### 3.1 Cost release in the overview

You can click on the drop-down menu of the order status to view the cost estimate here and confirm it with the assigned options.

The attachment can also be opened in the order details by clicking on the "..." button.

The cost estimate can only be released once. Your instructions on how to proceed with the return will be passed on directly. If there is any faulty operation involved, please contact our support hotline.

The screenshot shows the ACD RMA Portal interface. At the top, there is a navigation bar with the following items: ACD RMA Portal, DASHBOARD, ADD PROCESS, MY PROCESSES (highlighted), USER ADMINISTRATION, HELP, and a user profile for Andrew Samplename. Below the navigation bar, there is a search area with a search bar and a search button. The main content area displays a table of processes. The table has columns for RMA-Number, Order item, Account, Created at, Responsible person, Order status, and Attachment. The third row in the table is highlighted, and a dropdown menu is open for the 'Cost estimation' status. The dropdown menu contains the following options: Open cost estimate, Reorder, Set status: Repair, Set status: scrapped by ACD, and Set status: Return unrepai... (truncated). An arrow points to the 'Attachment' column header in the table.

	RMA-Number	Order item	Account	Created at	Responsible person	Order status	
+	RMA303589	1	ACDElektronik	2020-09-24 16:02	Andreas Samplename	Created	...
+	RMA303587	1	ACDElektronik	2020-09-24 15:41	Hans Mayer	Created	...
-	RMA303585	1	ACDElektronik	2020-09-24 14:31	Andreas Samplename	Cost estimation	...
	Article	Quantity	Reason for return	Status	Order status	Attachment	
	1630000034596		Upgrade/Modification	Defect	Cost estimation	Attachment	
+	RMA303583	1	ACDElektronik	2020-09-24 14:26			



### 3.2 Cost release in the order details

You can click on the drop-down menu of the order status to view the cost estimate and confirm it with the assigned options.

The screenshot shows the ACD RMA Portal interface. At the top, there is a navigation bar with the following items: ACD RMA Portal logo, DASHBOARD, ADD PROCESS, MY PROCESSES (highlighted in orange), USER ADMINISTRATION, HELP, and a user profile for Andrew Samplename with a language dropdown set to EN. Below the navigation bar, the main content area is titled "Process information" and includes a "Generate shipping label" button. The process information is displayed in a table-like format with the following details:

RMA-Number	RMA303585
Site	ACD Elektronik
Product type	Device
Responsible person	Andreas Samplename
Phone	
Account	ACDElektronik (Andreas Samplename)
Created at	2020-09-24 14:31
Updated at	2020-09-30 08:02

Below the process information, the "Article #1" section is shown. It contains the following details:

Serial number	1630000034596
Error description	Scannertasten / Tasten - liest keine Barcodes - Scannertasten ohne Funktion
Order status	Cost estimation
Status	Defect
Reason for return	Upgrade/Modification
Created at	2020-09-24 14:31
Updated at	2020-09-30 08:02
Cost estimate	kostenvoranschlag.pdf
Cost approval	Please select...

An orange "Update" button is located to the left of the "Cost approval" dropdown menu. An arrow points to the dropdown menu, which is open, showing the following options:

- Open cost estimate
- Reorder
- Set status: Repair
- Set status: scrapped by ACD
- Set status: Return unrepaired

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