



# ACD RMA Portal

## Short User Guide

Version: 2.10



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## ACD RMA Portal

The RMA portal of the ACD Group helps you to prepare your returns to ship back to our service center in an optimal way and to manage all of them uniformly. The clearly arranged web interface ensures simple and intuitive operation. In addition, you are supported by individually created error templates for creating orders quickly. After your one-time and free registration at <https://rma.acd-gruppe.de/de/login/#modal-register> you can already use and benefit from all the features.

### Your advantages at a glance

- Product-related error description with upload option for documents and images
- Preconfigured shipping label for easy return shipment
- Always informed about the repair status
- Your feedback on cost estimates at the click of a button
- All returns at a glance
- Involve colleagues independently by creating sub-accounts



## A taste of what awaits you

The dashboard is the central overview and gives you an up-to-date summary.



### Dashboard

#### NEWS

**News**

From now on, complaint numbers and transaction numbers can also be entered in the serial number.

If a complaint number or transaction number is entered under the serial number, this is the leader and the number in the RMA order header is ignored.

**Instructions RMA Portal:**

The quick start guide for the RMA tool can be downloaded from [Download Center](#).

Your ACD service team

**Your summary:**

Current RMA-Processes:	4
Open Cost Estimates:	0

#### CURRENT PROCESSES

	RMA-Number	Created at	Order status	
	RMA303585	2020-09-30 11:22	Created	***
	RMA303587	2020-09-30 11:22	Created	***
	RMA303585	2020-09-30 11:22	Created	***
	RMA303583	2020-09-30 11:22	Created	***

#### SHIPMENT TRACKING

No tracking data available

#### SUPPORT & CONTACT

+49 7392 708-488  
oder [support.technik@acd-elektronik.de](mailto:support.technik@acd-elektronik.de)

You can navigate quickly and accurately through the portal by means of numerous links or simply by using the clearly arranged menu bar. We have listed different areas of the RMA portal below and described them in detail in separate attachments. In this way, you always receive exactly the information you need at any given time.



## Attachments

- #1 Registration
  - From registration to confirmation with password assignment
- #2 Add process
  - Add process - from product registration to shipping label
- #2.1 Optional UPS shipping
  - Creation of label vs. pick-up request
- #3 Process management
  - My processes - from status review to cost estimate approval
- #4 User management
  - From user administration to creating sub-accounts