EASEOFCARE: User's Guide to On-Line RMAs

Introduction

This User's Guide is intended to instruct you in the process of submitting an online RMA (Return Material Authorization) and tracking current RMA listings. Specifically, you will be shown how to:

Create a 'Online RMA' Web Account

- New users will be shown how to register for an On line RMA account
- Log on to your 'Online RMA' web account

Submit an RMA

- Logging on to submit an RMA for repair
- Check product entitlement
- Receive an RMA for product repairs
- Produce shipping labels to ensure correct shipment

Track RMA Listings

- Tracking returns throughout the repair process
- View repair information (reason for return, diagnostic and repair description)
- Track any shipments being returned to you

This guide will provide all of the information necessary for you to submit and track RMAs on-line for product repairs.

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Fig. 1 Support access page

Getting Started

Please go to: https://www.datalogic.com

From the **'SUPPORT & SERVICE'** menu select **Request a Repair**
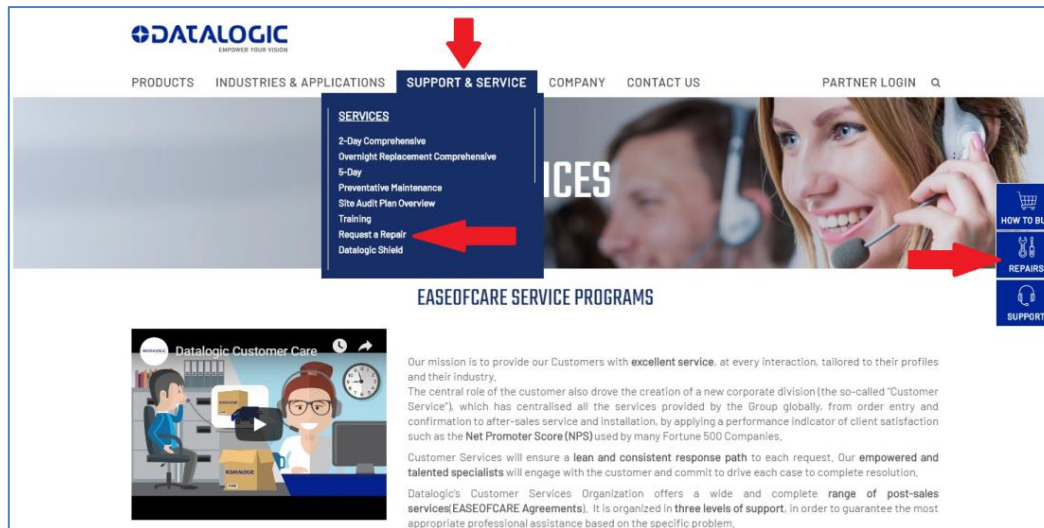
Alternatively you can use the direct link always available on

right position.

Select your Mainland, Country, the Product Group

and the Product you need to send for repair.

Then enter with **LOG IN** button.

Note: only if the product is eligible for online RMA

'CREATE AN ON-LINE RMA' section is displayed.
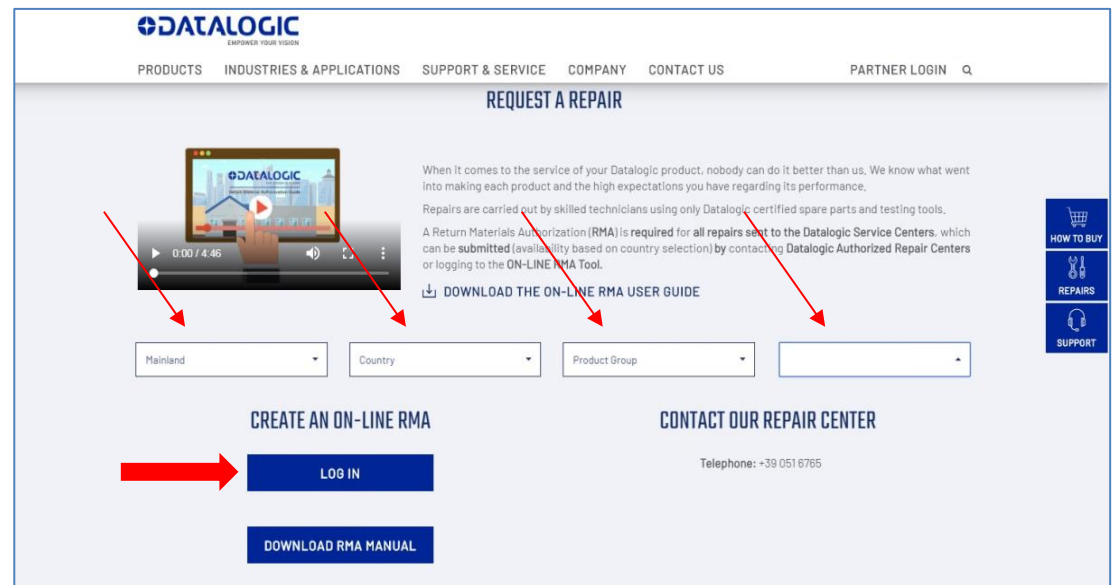

Fig. 2 Repair Program

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New Users

Select the 'REQUEST ACCESS' icon and then complete the registration form (see Fig. 4).

Fig. 3 Personal RMA Account Log In

Fig. 4 Online RMA Registration Form

Note: To complete a successful registration, please have this information on hand before starting:

• A valid email address
• Your Company 'Bill To' exact details[1]
• Your Company 'Bill To' associated VAT number (Mandatory for EU)[2]
• A Datalogic unit Serial Number[3]

[1] Prior to submitting registration, please ensure that the Street Address, City and Zip/Postal Code entered match with your Company 'Bill To' details and VAT Number.
If the Shipping information related to your account is different from the 'Bill To', please notify Datalogic at the time an RMA is created.

[2] A VAT number can be entered either with or without a country code prefix, but must be in one character string without any separator (dots, dashes, etc.) or a blank space.

[3] A Serial Number can be from any of your Datalogic products and is required as a 'confirmation step' against web automated registrations.

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Fig. 5 Recover Password
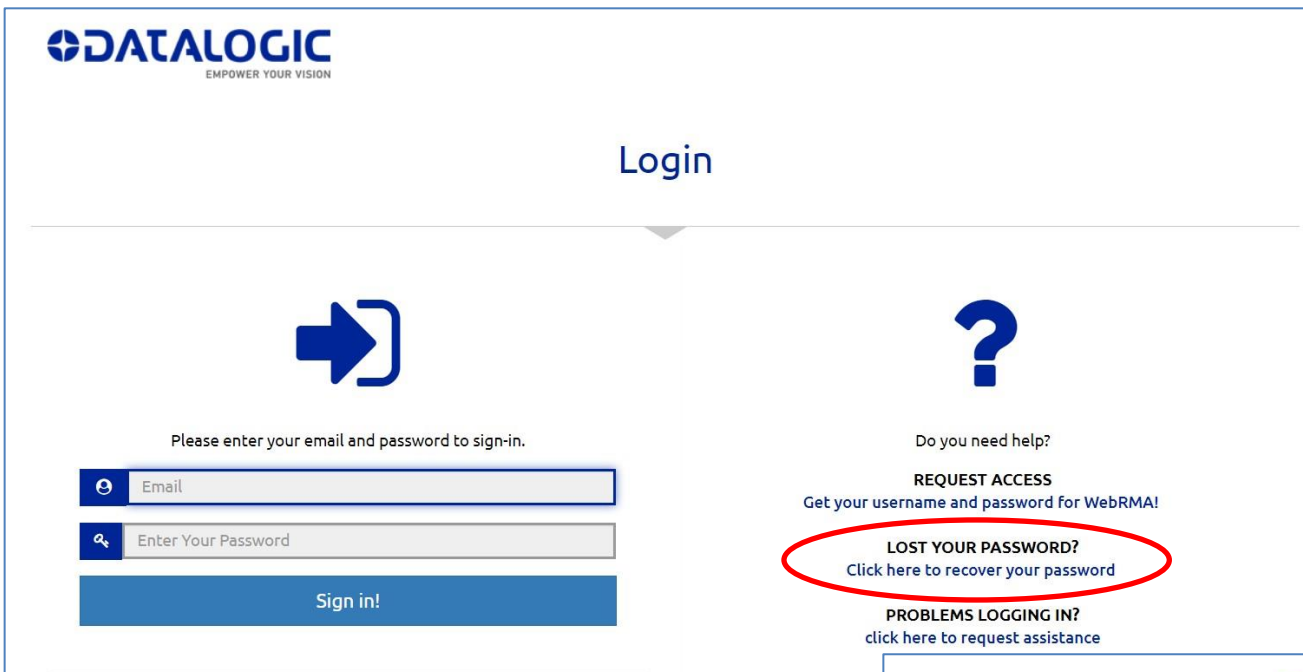
Recover Password

If you already have an 'On line RMA' account and forgot your password you can retrieve it at any time.

At the Login screen click the 'Lost your password?' link, enter the account email address, and then click the 'Reset Password' (see Fig. 5 and Fig. 5A)

You will receive an email including your user name (the email address you registered with) and your password.

Remember to look in your spam folder where automated messages sometimes filter.
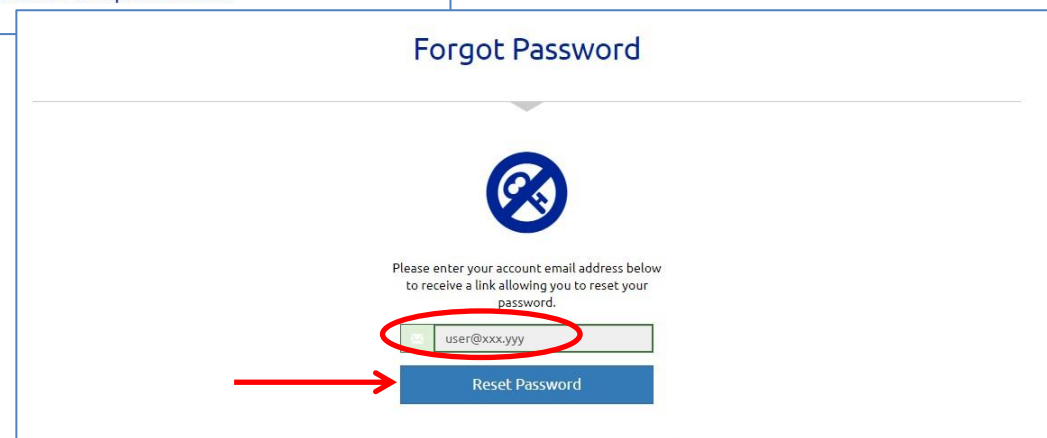
Fig. 5A Recover Password details

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Registered Users / Returning Users

Go to the Datalogic web site at: http://www.datalogic.com

From the **'SUPPORT & SERVICE'** menu select **Request a Repair**

Alternatively you can use the direct link always available on right position.

Select your Mainland, Country, the Product Group and the Product you need to send for repair.

Then enter with **LOG IN** button. (see Fig. 1 and 2)

At the Login screen (Fig. 6), enter your Email address and Password, and then click the **'Sign in!'** button.

Fig. 6 Login to Online RMA

Fig. 6A Personal RMA Account area

After the Login you are in your Personal RMA Account area.

On left side you find the summary menu. (see Fig. 6A).

Home

You find your Datalogic account number and an overview of submitted RMAs.

Insert RMA

This is the direct access to submit an on-line RMA

My RMAs

You can track and find information of your RMAs

My Account

You find the list of your already registered Ship-to addresses and you can create new ones

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Fig. 7 Enter Product Information

Fig. 7A Enter Product Information

www.datalogic.com
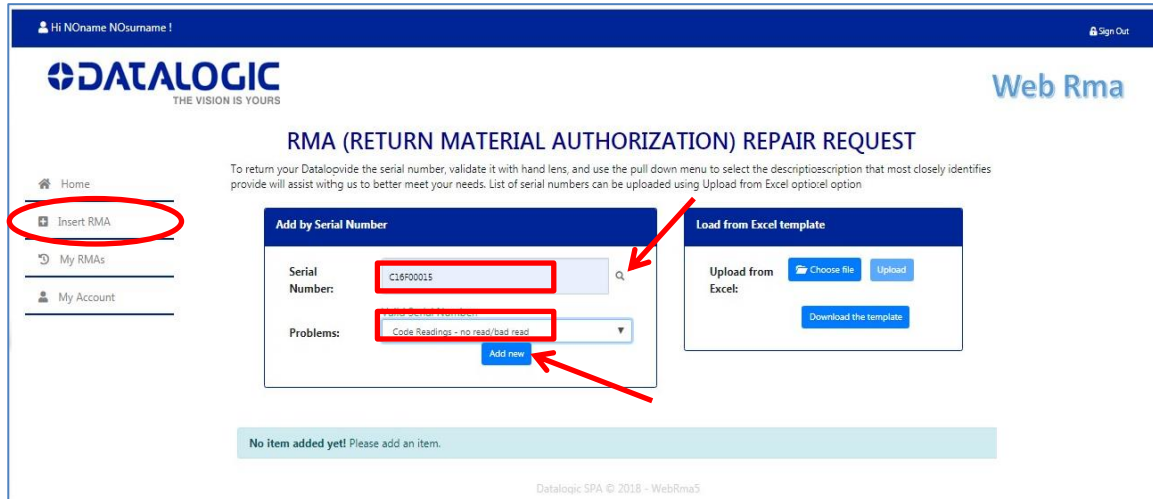
Starting an RMA Request

A serial number of the product being submitted is required. In most cases, the serial number can be found on the actual unit. Please have this number ready before beginning the process.

Step 1 - Enter Product Information

Single product entry

Start to request a new RMA by clicking on **Insert RMA** menu in your Personal RMA Account Area

Enter the Serial Number in the appropriate box and verify the correctness with the **lens** icon
In the drop-down box, select the reason for returning the product.
Click on **Add new** button to confirm the selection (see Fig. 7)
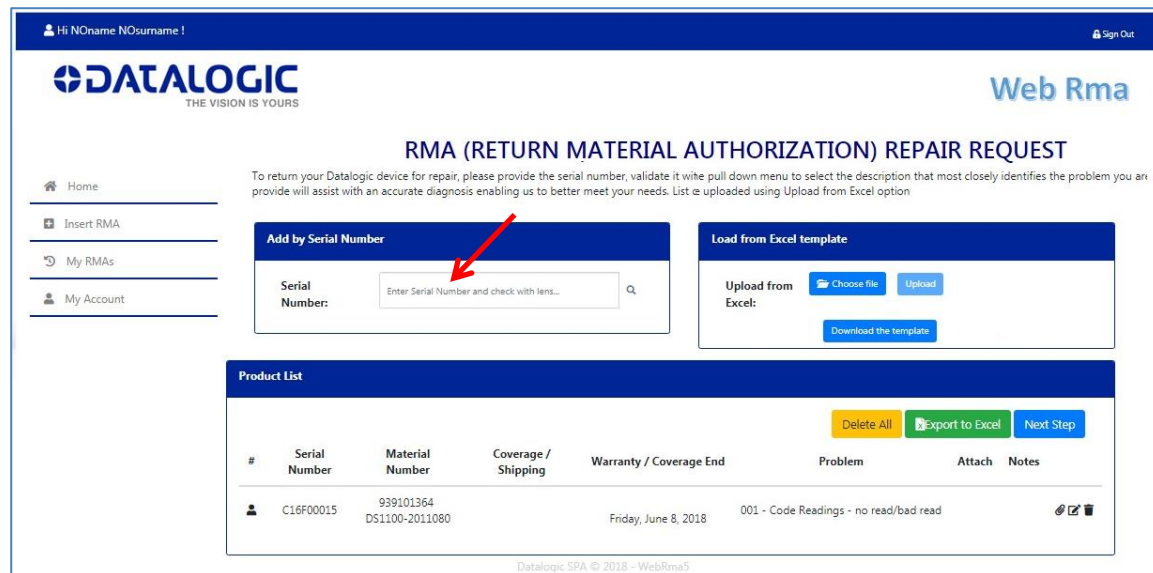
At your choosing if you have additional products to return, continue to add the Serial Numbers and the reason for the return (see Fig. 7A)

Note: You don't have to worry about differences in entitlements when several products are submitted at the same time. System will automatically generate multiple RMAs splitting by different locations and EASEOFCARE coverage

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Step 1 - Enter Product Information

Multiple products entry

In any time you can add multiple products entry coming from a list.

Note: only a list generated with the dedicate template will be accepted.

- Download the dedicate Excel file by **Dowload the template** button clicking (see Fig. 8)
- Fill in the requested data (see Fig 9):
  - o Serial Number
  - o Problem / Failure selected by the available drop-down list
  - o Additional Notes (Optional)
- Save the Excel file in your repository for the next steps.
- Recall the saved Excel file by clicking on **Choose file** button (see Fig. 8)
- By **Upload** button pressing the product list will be transferred to the system.
- A different icon (Document instead than Person) identifies the entry typology.
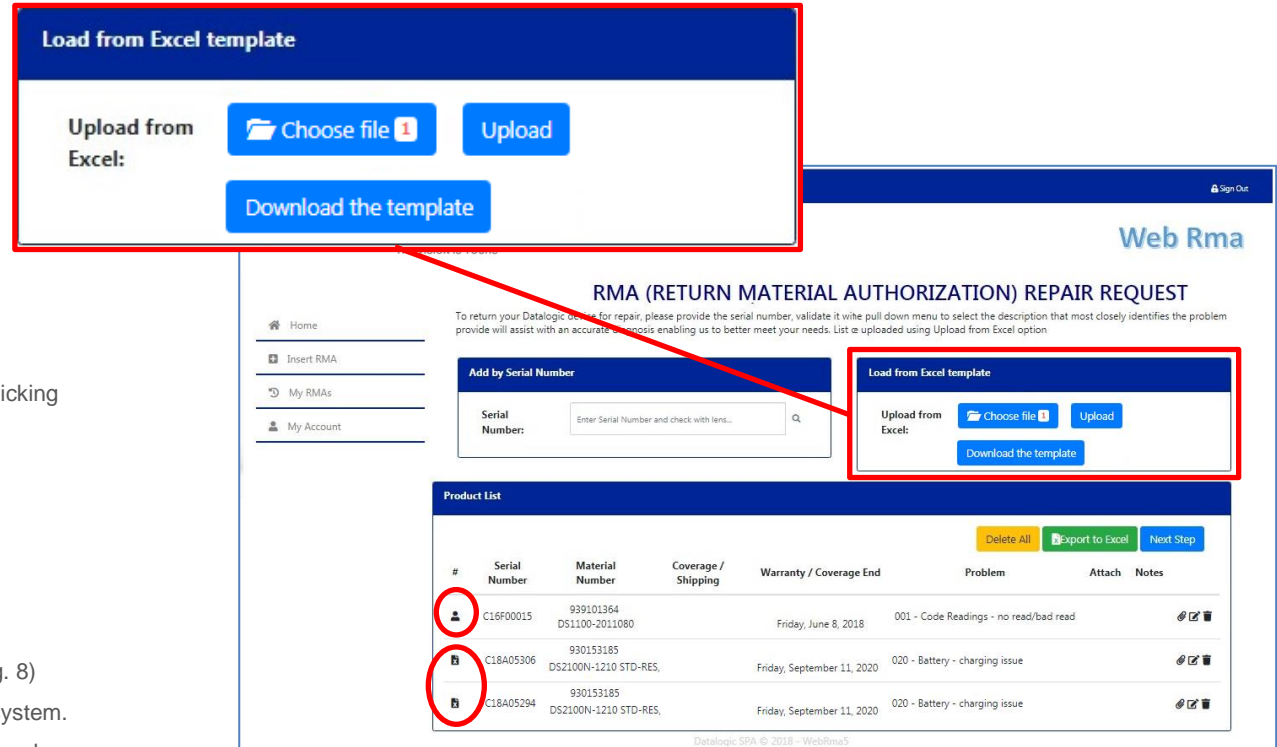
Fig. 8 Multiple Products Entry

Serial Number	Problem / Failure	Notes (up to 40 characters)
G18A12356	Keyboard - not functioning	1 and 3 keys
C15F12345	Mechanical - window	
	Mechanical - window	
	Motor - noisy / does not turn / damaged	
	Scale - not functioning	
	Software - no boot/reset/other	
	Speaker/Beeper - no sound emitted	
	Touchscreen - not functioning	
	Wired Data Communication KO	
	Wireless Voice - KO	

Fig. 9 Products and Details from Excel Template

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Fig. 10 Additional Notes and Attachments

Fig. 10A Adding Attachment(s)
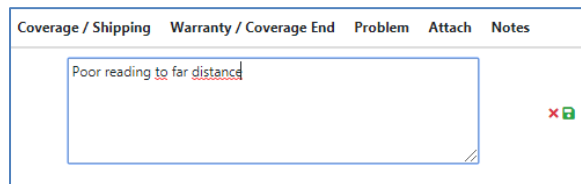
Fig. 10B Adding Additional Notes

Fig. 10C Editing Information

Step 1 - Enter Product Information

Additional Notes and Attachments

To enter related product technical information and/or to attach a document relevant to the repair of your device, click the related icon (see Fig. 10).

🔗 Add Attachment(s)

✏️ Add Notes

🗑️ Delete the single item from the list

"Attachment(s)" cannot exceed 5MB per item (see Fig. 10A)

"Additional Note" will accommodate up to 40 characters (see Fig. 10B)

Information in both of these features can be edited and/or deleted at any time (see Fig. 10C).

If you have finished entering products for return, click on '**Next Step**' icon (see Fig. 10C).

Note: You can at any time discard a product from the list if you don't want to return it by clicking the '**Waste basket**' icon

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Step 1 - Enter Product Information

Confirm Entitlement

The system verifies the Product Information and Entitlement.
A red cross check means that more information is required.

By clicking on related lens you can add the missing details; the mains are:

- Accept Estimate, in which case the product

is repaired without any further notification, or **Request Quote**, in which case the product is not repaired until you accept the quote

- More information is required about the failure

- The same product has been entered twice (see Fig. 11).

Note: Entitlement doesn't have to be confirmed when product is under coverage of an EASEOFCARE service program or under Factory Warranty.
If you dispute the Entitlement, please provide as much relevant information as possible in the Step 3 'Additional Note' box, such as date of purchase, contract number, etc.

If needed, a Datalogic representative may contact you for additional information and details regarding the RMA Request.

Fig. 11 Confirm Entitlement

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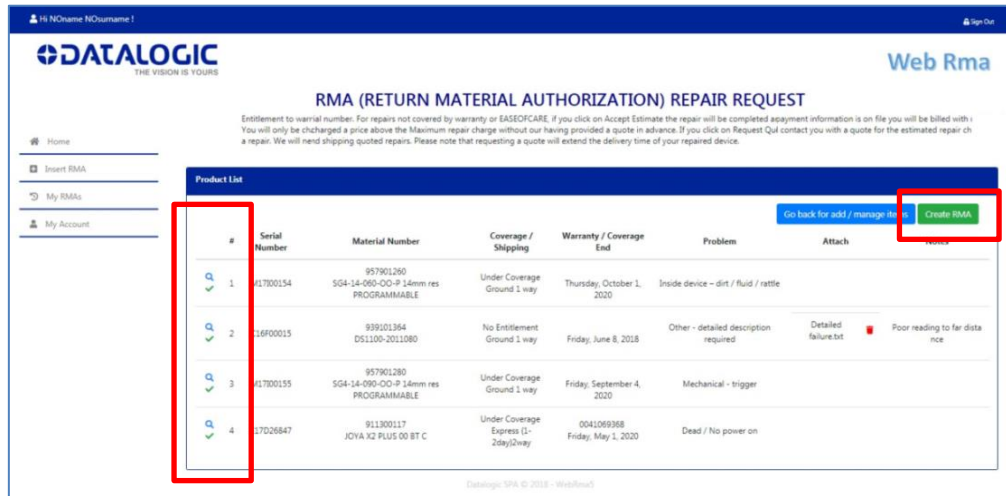
Fig. 12 Create RMA

Step 2 – Create RMA

Only if all items have the green pass check the system enable the **Create RMA** icon (see Fig. 12)
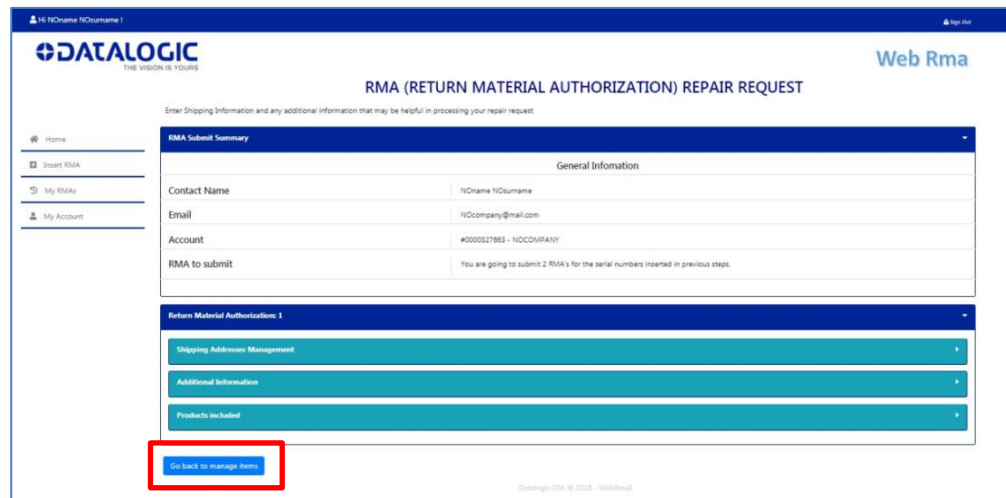

Fig. 13 Next step overview

Note: You can at any time go back to previous steps to make correction about the list of pending items by clicking the '**Go back to manage items**' icon (see Fig. 13)

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Step 3 - Enter Shipping Information

Ship To Address Management

There are three options:

1) Select the same address as Bill To address from the drop down list, then manually add the Contact Name and Phone Number

2) Select the desired 'Customer #' from the drop down list associated to your account, then manually add the Contact Name and Phone Number

3) Click on '**+Add an Address**' and manually fill in the fields.
The new address just created will be associated to your account for the next entries

All products submitted on this RMA will be shipped to the address that is entered here when the repair process is complete.
Fields identified with a red cross (x) are required fields.

Fig. 14 Shipping Address

Step 3a - Enter Pick Up Information

Pick Up Address Management

Note: This step only shows up if the product is associated a 2-Way shipping condition. In this case you will be given the option to specify a Pick Up address which is different than the 'Ship To' address.

There are three options:

1) Leave unchanged the drop down selection if the Pick Up address is the same than the invoice address

2) Select the desired 'Customer #' from the drop down list associated to your account, then manually add the Contact Name and Phone Number

3) Click on '**+Add an Address**' and manually fill in the fields.
The new address just created will be associated to your account for the next entries

All products covered by a 2-Way shipping condition submitted on this RMA will be collected at the Pick Up address if it is included.
Fields identified with a red cross (x) are required fields.

Fig. 15 Pick Up Address

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Fig. 16 Additional Information and Final Submitting

Step 3b - Enter Additional Information

Additional Information Section

You may enter a PO number for your reference.

This field is mandatory requested for some Countries.

Add the email addresses of recipients that have to be informed for submitted RMA.

More than one email address had to be separated by semicolon (;) character.

If you would like to provide any additional information or details, please provide those notes in the space provided.
Up to 40 characters are available.

Step 4 - Submit RMA's

Only if all required information is complete the system enables the button for the next step.

Click on the '**Submit all RMA's**' button to submit the request.

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Fig. 17 Complete

Step 4b - Complete

You will receive at the indicated address one or several emails with the RMA document and a pre-paid shipping label as it is relevant for the submitted product(s).
You can alternatively download the same documents from Datalogic website by clicking on RMA# link.

Please contact your Datalogic Repair Center if you don't be able to the download and don't receive any mailings. Please remember to first check your spam folder where automated messages sometimes filter.

Note: Carefully read the Shipping Instructions on each received or downloaded RMA form and follow the directions.

As it is needed, an On-Line RMA will generate multiple RMAs based on product associated service level and shipping type. You are now authorized to return the listed product(s) to the address shown in the upper left corner of the received RMA form(s). This will reflect the Repair Center (Ref. A on Fig. 17) or Consolidation Point (Ref. B on Fig. 17) address which is closest to your country/area of the world.

Pack the product according to the number of different RMAs received. Please use the original shipping container if possible or another suitable shipping package, in case you would like to save the original shipping container for resale of the unit.

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Tracking Your RMA

Once your RMA has been submitted, you may want to check if the product has been received and/or returned.
Once the product has returned, you may want additional information about the diagnosed defect and repair.

You can track and get information of your RMA from your Personal RMA Account Area.
To track your RMA, click on the 'My RMAs' link on left side (see Fig. 18).

My RMA List

You can either click the calendar icons to select a date range to see all returns submitted within a defined time frame or search by a specific RMA number / Serial number to see a targeted return.
Check box 'Include RMAs that have not been received by Datalogic' if you want to see them all.

The supplied list is RMA# based; expand the detail by clicking on related plus (+) icon.

A tracking number is made available for products which have been shipped. Clicking on desired '**Tracking Numbe**r' link will provide you with the shipping details and the progress of your shipment
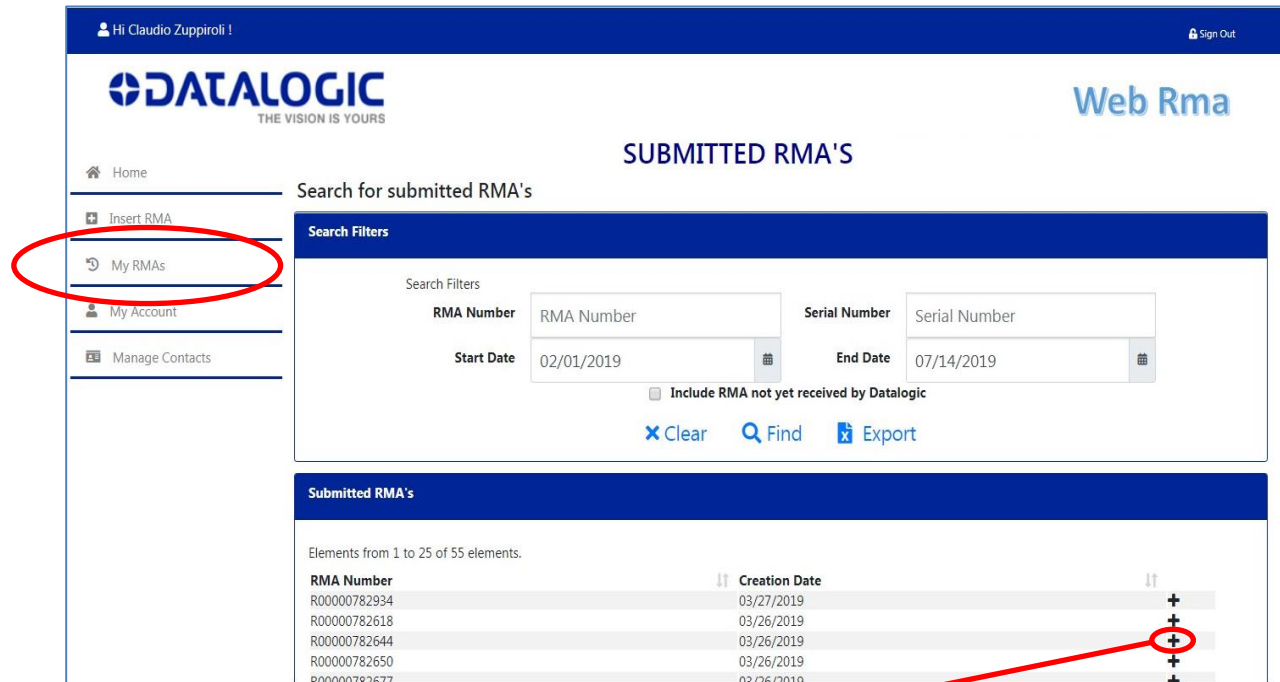

Fig. 18 Tracking Your RMAs

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Fig. 19 My RMA Details

Fig. 20 "Export" to Excel Result

My RMA List (Details)

You can view the RMA details by clicking the '**Export**' button from My RMAs page (see Fig. 19). This will provide you with a snapshot of all information linked to the listed RMA(s).

Each RMA/Serial Number combination will provide (and not limited to) the following information (see Fig. 20):

Ship To Name: The company name where the repaired unit will be or has been shipped to

Ship To Address: The location where the repaired unit will be or has been shipped to

Repair Type: Unit coverage type

Customer Reported Issue: The reason for the return entered by the RMA requestor

Failure: Problem found (only applies to Shipped RMA units)

Repair Description: Affected component (only applies to Shipped RMA units)

Receive Date: The date in which the defective unit reached the Datalogic Service Repair Center

Ship Date: The date the repaired unit was (or will be) shipped

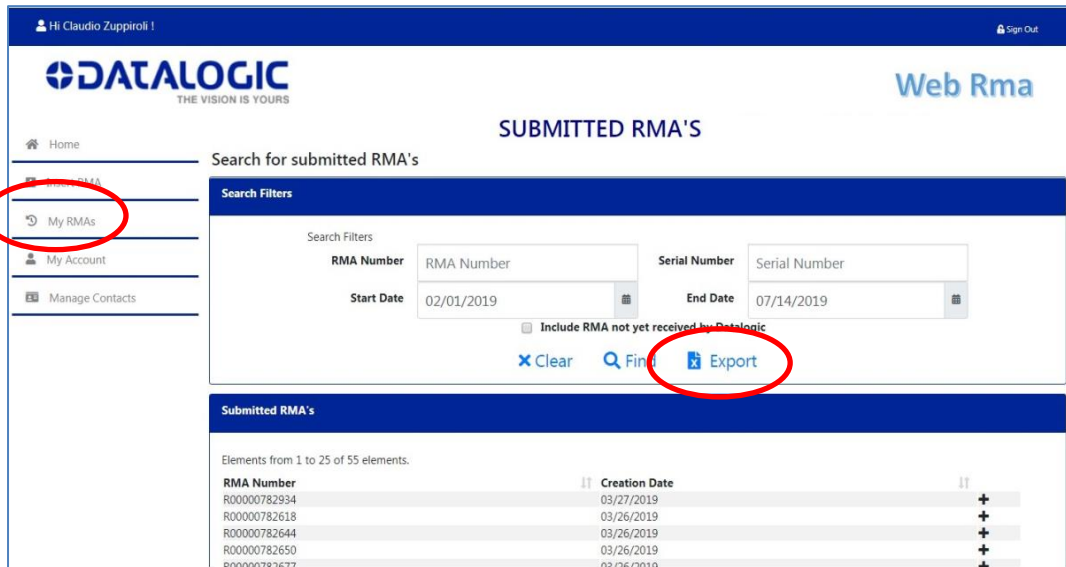**Tracking Number:** The repaired units' consignment tracking number