

2019-5

H3C RMA SYSTEM GUIDEBOOK

FOR CUSTOMER

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SPARE PARTS CENTER

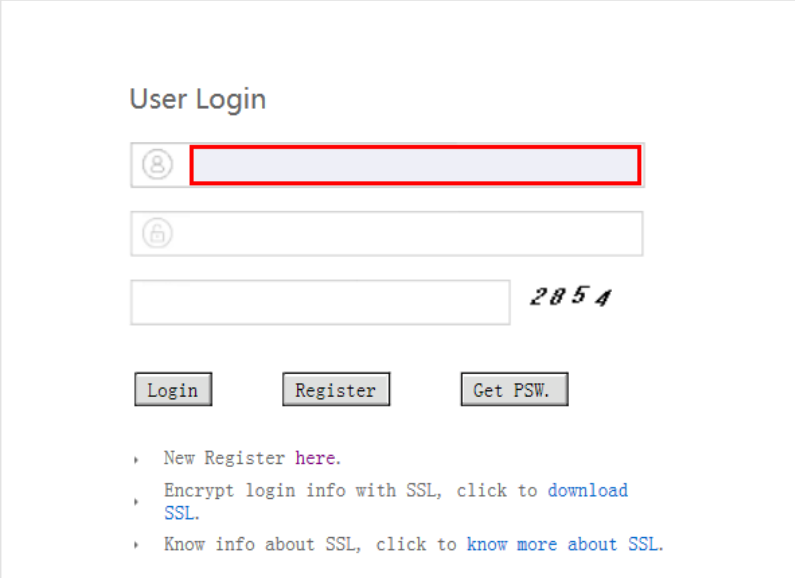
NEW H3C TECHNOLOGIES CO., LTD

[Http://www.h3c.com](http://www.h3c.com)

Introduction

1 Registration

Please register an account first (URL: http://rma.h3c.com/spms_outter/index2.jsp) , then you can login to H3C RMA system when you receive your password.



User Login

2854

- New Register [here](#).
- Encrypt login info with SSL, click to [download SSL](#).
- Know info about SSL, click to [know more about SSL](#).

2 Forget password

If forgot your PSW, please enter your User name and click **[Get PSW]** to reset, you will receive new PSW.

3 Homepage

English | 简体中文 | Help | Logout

H3C Spare Part Management System **H3C**

Info. Management

[Home](#)

[Customer Credit](#)

RMA

[RMA Application](#)

[Draft](#)

Info. Query


[Personal Application](#)

[Invoice](#)


● Current User: 新华三 ID: xinhuasan (Please deal with the 1 applications in draft status.)

RMA#: Application Status: From: 2019-05-28 To 2019-05-28


Announcement

Announcement Title And Publish time	
	more..

Unreturned Info Current Unreturned Qty: 0 Overdue Qty: 0

RMA#	Part No.	Qty	Part Model	Product Description	Overdue Date	RMA APPROVAL NOTICE
	more..					

Product Info Defective Return Required Qty: 0 Payment Required Qty: 0 Already Delivered Qty

RMA#	Part No.	Part Model	Product Description	Status	Transport Infos
	more..				

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H3C RMA System menu and functions are as below:

- 1.1 Information Management ——Home
- 1.2 Information Management ——Customer Credit
- 2.1 RMA ——RMA Application
- 2.2 RMA ——Draft
- 3.1 Information Query——Personal Application Inquiry
- 3.2 Information Query——Invoice
- 4. Announcement: to check the Announcement from H3C Spare Part Center
- 5. Unreturned Info: The information of the products you need return to H3C. Those in red means the unreturned is already overdue, and need urgent deal on your side.
- 6. Product Info: Notify RMA Information that need your attention.

System Operation Guide

1 RMA Application

1) Click [RMA Application] on the left and fill in an application, click [Submit] when you finish.

Current User: 新华三 ID:xinhuasan (Please deal with the 1 applications in draft status.)

H3C promises to keep confidential for the related information that customer claimed for repair such as equipment information, maintenance information and the data contained herein.

RMA Application List

<input type="checkbox"/>	Ref. No.	S/N	End User	Contact Person	Contract No.	edit
No Accordant Record						

(Attention: if not submitted,RMA requests will be saved as draft after the left of current page.)

Submit

Pls. input end user's information

End user or not: End User: * Contact Person: * Tel:

Pls. input device information

* S/N: S/N Details

* Purchase Date: ... * Defective Occurred Date: ... Local Engineer & Contact Info.:

Special service type:

Work Order No.:

* Detail Failure Symptom (Max length:250)

[Attaching](#)

* RunTime Environment :

A/C In Room No A/C In Room A/C Outside Room No A/C Outside Room Other Special Environmental Condition

Memo (Max length:125)

Submit Add To List

Attention:

- If you click [Add To List], the input will be recorded in RMA Application List, you can fill in multiple applications and submit together.
- RMA requests will not be recovered after the left of current page, Please either Submit or Add To List while you want to leave this page.
- If you add an application to the list but not submit, it would be saved as a draft, you can submit it next time.

2) Choose consignee, or you can input the other consignee, then click [Submit] again.

Pls. choose the consignee	Consignee	Delivery Address
<input type="radio"/>	siew yen	149B Jalan Kenari 23A Bandar Puchong Jaya 47100 Puchong Selangor Malaysia





Consignee Info.


* Consignee	<input type="text"/>	* Consignee Tel	<input type="text"/>	* Mobile	<input type="text"/>	Consignee Zip Code	<input type="text"/>
Delivery Address	China <input type="text"/> Select Province/State <input type="text"/> Select City <input type="text"/> Select County/District <input type="text"/>						Please input detail
address ...							

Submit Return

2 Application Inquiry

Use ① or ② to query all your RMA application information. Request Status includes:

-  **Draft** (Save as Draft)
-  **Need Verify** (the RMA that is still waiting for H3C's verification.)
-  **Wait for complete** (the RMA that is not closed yet.)
-  **Complete** (the RMA that has been closed and all the activities have been done.)

English | 简体中文 | Help | Logout H3C Spare Part Management System 

Info. Management

[Home](#)

[Customer Credit](#)

Current User: 新华三 ID: xinhuasan

② RMA#: Application Status: From: 2019-04-23 ... To: 2019-04-23 ...

Announcement

Announcement Title And Publish time

Info. Query

Personal Application ①

[Invoice](#)

Application Inquiry

Ref. No.	RMA#	Part No.	APP_RETURN_SN	Part Description	Confirmed Qty	Service Standard	Operation Type	Good Part Status	End User	Transport Infos	Defective Part Status	Applied Time	RMA APPROVAL NOTICE	Edit	Repair Report
624565	AJPNLC-190329-001	0231A562	219801A0YG8167E01178	Quidway S8500,LSBM9CP4U, SFP 1000M Ethernet Optical Interface Unit, (850nm, 0.55km, LC), Domestic&Overseas Version	1	Basic Warranty Service	RMA Application /Advance Replace	From JPnLC sent to you	醒睡国	<input type="button" value="Look"/>	UNRETURN	2019-03-29 15:43:14	<input type="button" value="Print"/>	<input type="button" value="Modify"/> <input type="button" value="Close"/>	<input type="button" value="Look"/>
624566	AJPNLC-190329-002	0231A562	219801A0YG8167E01179	Quidway S8500,LSBM9CP4U, SFP 1000M Ethernet Optical Interface Unit, (850nm, 0.55km, LC), Domestic&Overseas Version	1	7*24*4H Arrival	RMA Application /Return &Ship	Wait for Delivery	醒睡国	<input type="button" value="Look"/>	RETURN	2019-03-29 15:41:08	<input type="button" value="Print"/>	<input type="button" value="Modify"/> <input type="button" value="Close"/>	<input type="button" value="Look"/>

Records Included: 2 Line Current Page: 1/1 Page

Service Standard: Only for this RMA Application (Basic Warranty Service or 7*24*4 Service and so on)

Operation Type: RMA Application (advance replace or return and ship)

Transport Information Look: Click this to look detailed delivery info, such as Delivery SN, Delivery bill no., Carrier, Time.

Modify: Click this to change information before verification, while after verification, it is invalid.

Approval Notice Print: Spare Part Replacement proof, please print and need return with the defective part to H3C local Center.