H3C RMA SYSTEM GUIDEBOOK

FOR CUSTOMER

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SPARE PARTS CENTER

NEW H3C TECHNOLOGIES CO., LTD

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.

2 Forget password

If forgot your PSW, please enter your User name and click [Get PSW] to reset, you will receive new PSW.
H3C RMA System menu and functions are as below:

1. Information Management ——Home
2. Information Management ——Customer Credit

2.1 RMA ——RMA Application
2.2 RMA ——Draft

3. 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.

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.
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.)

**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.